



Facilities & IT Helpdesk Coordinator

Full-Time, Non- Exempt Position

MISSION

Kheir's mission is to increase and provide access to culturally and linguistically-sensitive quality primary healthcare and human services support to the underserved and uninsured residents of Southern California.

POSITION SUMMARY

The Facilities Helpdesk Coordinator provides technical support for the determination, resolution, or escalation of technical problems related to Windows environments and applications, electronic mail, enterprise applications & databases, security issues, desktop hardware/software, server hardware/software, and production equipment related issues. This Facilities Helpdesk Coordinator will also provide facilities support directly relating to business operations and administrative support.

ESSENTIAL FUNCTIONS/RESPONSIBILITIES

Helpdesk Support: 40%

- Diagnosing and resolving technical hardware and software issues
- Advising users on appropriate action and providing basic computer training.
- Provide technical support and assistance to end-users via various channels, including phone, email, and in-person, addressing hardware, software, and network-related issues.
- Diagnose, troubleshoot, and resolve technical problems related to computer hardware, software, and mobile devices promptly and effectively.
- Assist with password reset requests
- Document all support activities, including troubleshooting steps, resolutions, and user instructions, in a timely and accurate manner.
- Assist with the procurement, inventory management, and asset tracking of computer hardware, software, and mobile devices.
- Participate in occasional after-hours or weekend support, as required.

Facilities: 30%

- Assists or performs building maintenance repairs including but not limited to; flooring, drywall, painting, carpentry, electrical plumbing, landscape, concrete, and roofing
- Performs urgent, corrective routine and requisitioned repairs of minor problems with electrical, mechanical and plumbing systems as required.

- Responsible for maintenance of common spaces, including storage areas for appearance and functionality, and for assisting with larger scale projects related to facilities improvement and compliance as assigned.
- Serve as liaison & support for IT department: monitor staff needs, assist with problem solving, assist with phone and office set- up.
- Assess and research issues related to operations and facilities, and plan, direct and implement multi-step corrective actions using independent judgment
- Ability to draw sketches and plans for assigned projects, estimate the materials needed, and record keeping.
- Maintain all work order details & status updates
- Assists in Audit/Site Review preparation.
- Travel to all sites to pick up and deliver correspondence.
- Other duties as assigned.

Admin Support: 30%

- Perform general clerical duties to include but not limited to: photocopying, faxing, mailing, filing, office organization, and various errands as needed.
- Open incoming mail and distribute to appropriate recipients
- Coordinate staff calendars.
- Manage office supply inventory and order supplies as needed.
- Perform hospitality duties, including greeting guests, provide “gatekeeper” support for administrative office, etc.

QUALIFICATIONS

- Steadfast, engaged, and curious individual with a strong sense of judgement, discretion and confidentiality
- Ability to follow and provide detailed instructions
- At least 1 years’ experience in an office or facilities setting
- Strong knowledge of MS Office software [Word, Excel, PowerPoint & Outlook]
- Exceptional attention to detail & accuracy, including proofreading and writing skills
- Ability to apply common sense when carrying out duties
- Clean driving record required
- Must have current Driver’s License and Vehicle Insurance
- High School Diploma required

BENEFITS:

- 100% Employer Sponsored Medical, Dental and Vision benefits
- 403 (b)
- 403 (b) matching

- Paid time off
- 12 Paid Holidays
- Referral program

Kheir Clinic provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability or genetics.

In addition to federal law requirements, Kheir Clinic complies with applicable state and local laws governing nondiscrimination in employment in every location in which the company has facilities. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.

*Kheir Clinic will consider for employment all qualified Applicants, in a manner consistent with the requirements of applicable state and local laws, including the City of Los Angeles' Fair Chance Initiative for Hiring Ordinance.
Please note that this job description is subject to change to meet the needs of Kheir Clinic.*