USER SUPPORT SPECIALIST

Location
San Francisco, California

About the Energy Foundation

For a quarter century the Energy Foundation has worked to accelerate the transition to a clean energy economy. We support policy solutions that build robust, competitive clean energy markets, which in turn create jobs, drive innovation and productivity, and improve health. Nonpartisan and pragmatic, we work with grantees across the political spectrum to promote education and analyses of the benefits of a strong, secure clean energy economy.

Our programs focus on the buildings, power, and transportation sectors. Grantees include business, health, labor, environmental, faith, property-rights, and consumer groups, as well as military organizations, think tanks, and universities.

The foundation offers a dynamic, positive work environment with 45 staff in San Francisco, 2-person teams in Raleigh, NC, and Chicago, IL, and 34 staff in our Beijing, China office.

Position Summary

The working title for the position is User Support Coordinator. This person is responsible for providing basic desktop, device, and software support in a Mac environment as well as supporting knowledge sharing and collaboration activities. The Coordinator will provide direct support to staff in the San Francisco headquarters and remote offices (North Carolina and Illinois).

Reports to
Director of Knowledge Systems

Direct Reports

None

Responsibilities

Technical Support

- Conducts initial setup and ongoing support of hardware including Mac computers and related peripherals, Cisco VOIP desk phones, iPhone, and iPad devices.
- Quickly diagnoses and fixes end-user problems such as VPN connectivity issues, document server access, hardware failures, system slowdowns, lost data, access failures, and missing or frozen applications.
- Responds to software problem calls on site, over the phone, and virtually. Investigates error messages and determines resolution.
- Acts as software support, providing technical assistance to staff. Responds to user requests for service and determines nature and extent of support needed. Provides support or refers to the appropriate party.
- Provides support to staff in the San Francisco headquarters and remote offices across multiple time zones.
- Acts as the primary point of contact for the Board of Directors in the maintenance and use of Foundation-issued iPads, including uploading board-meeting materials.

Audio/Visual Resources

- Sets up and tests audiovisual equipment as needed for in-house meetings and events.
- Acts as the primary point of contact and technical support for board meetings, international videoconferencing, and other special events.
Provides training and support to staff members who are frequent users of the A/V equipment.

User Training and Support

• Ensures users/customers are provided professional, courteous, and timely support and service.
• Maintains user support resources (wiki, intranet, screencasts, etc.).
• Trains users in Mac fundamentals and basic use of primary software programs used by EF.
• Becomes proficient in the use of new tools implemented to improve organizational performance, such as project management and collaboration tools.
• Supports Director of Knowledge Systems in the production and delivery of training and training materials.
• Introduces new employees to the Mac environment.

Document Management

• With guidance from the Director of Knowledge Systems, establish business taxonomy for the storage and management of documents as well as improved search functionality.
• Acts as curator for enterprise document storage account, ensuring efficient search through the use of meta-data tags, appropriate archiving of documents and user accessibility.
• Works with program and operations staff to understand document storage and retrieval needs, including needs of remote office employees and the office in Beijing, China.

Ideal Experience

Education and Experience
- AA/AS degree in computer related field plus two years relevant experience; or BA/BS degree; or the combination of education and experience that enables performance of all aspects of the position.
- Two years experience with end-user Mac desktop support.
- Technical knowledge of the techniques and procedures of software support for multiple users.
- Critical thinking and analytical skills to isolate, reproduce, and resolve technical issues or determine workarounds in a timely manner.
- Must be able to install, configure, troubleshoot and maintain all of the software applications and peripheral equipment.
- Must have strong communication and training skills and be able to communicate technical information to non-technical users.

**Critical Competencies for Success**

**Competencies**

- Planning and organizing: prioritizes work activities, uses time efficiently, develops realistic action plans with a strong attention to detail.
- Initiative: seeks opportunities to make a contribution, takes action to achieve goals, and initiates actions when needed.
- Oral and written communication: ability to present information clearly and succinctly in conversation and in writing; responds to internal and external stakeholders accurately and in a timely manner, and speaks clearly and persuasively in all situations.
- Collaboration: exchanges information and ideas with internal and external constituents to develop and implement best practices.
- Flexibility: copes skillfully with unexpected events, handles several projects simultaneously, adapts style of communication to suit the audience, and supports change.
- Demonstrated interest in the mission of the Foundation.
COMPENSATION

Energy Foundation provides a comprehensive benefits package, including competitive salary, medical, dental, vision, disability, and retirement benefits and paid time off.