



The Virgin Islands Housing Finance Authority is seeking qualified applicants for the following CDBG-DR Grant Funded position in the St. Thomas/St. John District:

## **DISASTER RECOVERY HELP DESK TECHNICIAN**

The Disaster Recovery Help Desk Technician is responsible for providing technical assistance and support related to various IT hardware and software systems. Responds to queries, runs diagnostic programs, isolated problems, and determines and implements technology solutions in support of the effective management of the Virgin Islands Housing Finance Authority's (VIHFA) Community Development Block Grant Disaster Recovery (CDBG-DR) Program. This is a Territorial Position.

### **ESSENTIAL FUNCTIONS:**

- ⇒ Provides technical assistance and support for incoming queries and issues related to computer systems, software, and hardware. Responds to queries either in person and/or over the phone.
- ⇒ Set up and manage various user accounts.
- ⇒ Develop training manuals and train computer users.
- ⇒ Maintain daily performance of computer systems.
- ⇒ Troubleshoot infrastructure cabling issues and occasionally re-crimp faulty cabling (Category 5/6).
- ⇒ Install, modify, and repair computer hardware and software.
- ⇒ Assist in diagnosis and resolution of network and telecommunication systems. Run diagnostic programs to resolve problems.
- ⇒ Monitor network health and performance.
- ⇒ Run reports to determine malfunctions that continue to occur.

### **EDUCATION, EXPERIENCE, AND SKILLS REQUIRED:**

- ⇒ **Education:** Bachelor's Degree from an accredited college or university in Computer Science, Information Technology, System Analyst, or related field.
- ⇒ **Experience:** Minimum of two (2) years' experience in supporting and monitoring network systems, customer service, or closely related tasks. Equivalent combination of education and experience may be substituted
- ⇒ **Knowledge, Skills & Abilities:** Must have technical writing, presentation development, and research skills; Customer Service experience preferable; Ability to manage multiple and sometimes changing projects in a fast-paced, deadline-driven environment; Experience with digitizing and GIS editing strongly preferred; Computer literate to include Microsoft Word, Excel, PowerPoint, and Outlook; Good oral and written communications skills; Ability to be flexible and work under pressure; Ability to maintain confidentiality in all assignments; Ability to multi-task, work collaboratively in a team-oriented environment and problem solve; Ability to perform duties with limited supervision. Valid Drivers License.

**SALARY:** \$33,280 - \$47,840 per annum depending upon qualifications. CDBG-DR grant funded position.

### **APPLICATION INSTRUCTIONS AND PROCEDURES:**

Interested applicants must submit an application, cover letter, resume/vitae and three (3) current professional letters of recommendation.

**During the Safer at Home period, application packages will only be accepted electronically at [hr@vihfa.gov](mailto:hr@vihfa.gov).** Signed original documents will be accepted at our Office at a later date. Employment applications can be downloaded from our website at [www.vihfa.gov](http://www.vihfa.gov).

**Deadline for submittal of application package is Friday, January 8, 2021;** however, this position will remain open until filled. Incomplete application packages will not be considered. Selected candidates will be contacted for interview.

*The Virgin Islands Housing Finance Authority is an Equal Opportunity Employer*