WESTERN YOUTH SERVICES

has an opportunity for an

IT Support Specialist

Corporate Office (Laguna Hills)
(Full-Time)

Western Youth Services is a leading expert in children's mental health and wellness solutions. As a hub of children's mental health in Orange County, we have been providing services and programs for our community for over 50 years. Our passionate and dedicated staff deliver services and programs that prevent, treat, and heal children and families while increasing their ability to live full and productive lives.

If this sounds like you, and you meet the qualifications for this position, we invite you to apply.

Position Summary
The IT Support Specialist I serves as a primary point of contact for employee technology support across the Agency. This position provides responsive technical assistance, resolves routine hardware, software, and system issues, supports technology deployment and user account administration, and helps ensure employees have the tools, equipment, and system access necessary to perform their work effectively.

The IT Support Specialist I works closely with other members of the IT team and escalates more complex technical issues as appropriate while providing professional, timely, and customer-focused support.

Responsibilities:

- Serve as a first point of contact for employee technology support requests.
- Troubleshoot routine hardware, software, workstation, printer, peripheral, and mobile device issues.
- Provide onsite and remote technical support to Agency employees.
- Support Microsoft Windows, Microsoft 365, email configuration, multi-factor authentication, and common business applications.
- Configure and deploy computers, laptops, monitors, printers, mobile devices, and other Agency technology equipment.
- Assist with user account setup, password resets, account lockouts, group membership, and basic access permissions.
- Support Active Directory and Microsoft 365 user administration.
- Prepare technology equipment and system access for new employees.
- Maintain accurate technology inventory and asset assignment records.
- Coordinate equipment recovery during employee separations and technology refreshes.
- Install and configure Agency-approved software.

- Maintain technical documentation, user guides, troubleshooting procedures, and knowledge base resources.
- Assist with technology upgrades, equipment refreshes, software deployments, testing, and other IT projects.
- Escalate complex technical issues to senior IT team members as appropriate.
- Maintain confidentiality and follow Agency cybersecurity, HIPAA, and information security requirements.

Minimum Qualifications:

- Associate's degree in Information Technology, Computer Science, or a related field preferred; equivalent education and experience may be considered.
- One to three years of experience providing technical support in a business, nonprofit, healthcare, or similar environment preferred.
- Experience supporting Microsoft Windows, Microsoft 365, printers, mobile devices, and common business applications preferred.
- Basic understanding of Active Directory and user account administration.
- Ability to troubleshoot common technical issues independently.
- Strong customer service and interpersonal skills.
- Ability to communicate technical information clearly to non-technical users.
- Strong organizational skills, attention to detail, and ability to prioritize multiple support requests.
- Ability to learn and adapt as Agency technology needs evolve.
- Commitment to confidentiality, cybersecurity, and information security.

Preferred Certifications:

- CompTIA A+
- Microsoft Fundamentals
- CompTIA Network+

Salary: Starting at $22.00/hr

Benefits: Comprehensive employee benefits package includes Medical, Dental, Vision, Life Insurance, Long-Term Disability, and 403(b) Retirement Incentive & Savings Plan.

Western Youth Services' Mission: Advancing awareness, cultivating success, and strengthening communities through integrated mental health services for children, youth, and families.

Western Youth Services (WYS) is an Equal Opportunity Employer and seeks to recruit and retain a diverse workforce. WYS values and promotes a culture of inclusivity and belonging, one that embraces the contributions of richly diverse disciplines and perspectives of all employees and staff.

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