



JOB DESCRIPTION
www.habitatmetrodenver.org
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Title: Help Desk Support Technician	Employment Status: Full-time
Department: Business Solutions	FLSA Status: Non-Exempt
Reports to: Information Technology Manager	Supervises:

NOV 2025

Who You Are:

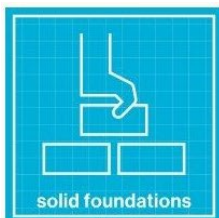
You are someone who people can rely on, and you are always there when they need a helping hand. You embrace new technology and seek unique challenges every day. You're also a "people person" and enjoy making coworkers feel comfortable around technology. You are looking for a new position where you can make a difference in your life, the lives of others, and the world. In return, you seek an organization that appreciates your individuality and supports you as a member of a diverse and talented team. People often comment how you are personable, calm under pressure, and a real problem solver. You know in your heart it is time to find an opportunity to be part of something larger; more impactful. If this sounds like you, please allow us to introduce ourselves.

Who We Are:

Habitat for Humanity of Metro Denver (Habitat Metro Denver) is part of a global, nonprofit housing organization that seeks to bring people together to build homes, communities, and hope. Habitat for Humanity was founded on the conviction that everyone needs an affordable, healthy, and stable place to live in dignity and safety, and that affordable housing should be a matter of conscience and action for all. To achieve our vision of a world where everyone has a decent place to live, Habitat Metro Denver builds, renovates and sells homes in partnership with low- and moderate-income families. Habitat Metro Denver is also an advocate for policies that create and preserve affordable housing. We work in neighborhoods across five counties in Metro Denver to not only build, renovate and sell new homes, but also to do critical home repairs to help families stay in their homes longer. Since being founded in 1979, Habitat Metro Denver has served more than 2,500 households and is one of the top ten producers in the Habitat U.S. network nationwide.

How We Succeed Together:

Habitat Metro Denver's [Cultural Blueprint](#) highlights the specific behaviors and mindsets that support our core values and guide day-to-day decisions, behaviors, and interactions of every person within our organization.



Solid Foundations – Our mission is at the heart of everything we do. We are passionate about our work, our teams, and our relationships.

Innovative Design – We are curious. We embrace change. We take risks and initiative to address a complex social issue – housing. We exemplify grit and determination in our relentless pursuit to ensure everyone has a safe and affordable place to call home.

Open Doors – We welcome everyone. We aspire to be an inclusive organization that celebrates one humanity – where equity, diversity and inclusion are at the core of every facet of our work.

Clear Windows – We approach everyone with kindness, clarity, and transparency. We champion authenticity, illuminate our strengths, and hold ourselves and others accountable.

Supportive Structures – We have each other’s backs. We collaborate. Becoming better at what we do takes all of us. By building homes and life-changing careers, we make a transformational difference in our lives and the lives of others.

GENERAL DESCRIPTION

The Help Desk Support Technician is an entry level position providing customer service and support for desktop and SaaS platforms, networking devices, software applications and communication systems. Responsibilities include requirements gathering, configuration, installation, upgrades and day-to-day support. The team member in this position must be able to adapt to changes in work environment and schedule with a positive attitude. They are able to handle several tasks at one time and maintain poise under stressful situations. The Help Desk Support Technician seeks to ensure that the employees and volunteers of Habitat Metro Denver have reliable technology systems and applications, and support them in their day-to-day use of those systems. This team member must show a familiarity and expertise in current technologies, cloud-based applications, collaboration tools and information sharing applications. The organization currently has systems in five locations across the metro area, and this position will require travel between those locations often.

The following reflects the organization’s definition of essential functions for the job but does not restrict the tasks that may be assigned. Reasonable accommodations may be made to enable individuals with disabilities to perform essential job functions.

CORE RESPONSIBILITIES:

Customer Support

- Serve as the first point of contact for employees and volunteers seeking assistance with technical issues via phone, email or in person.
- Provide positive customer service to end users by actively troubleshooting, responding timely, and providing accurate resolutions to hardware and software issues across all Habitat Metro Denver business systems, including but not limited to; Office 365, Teams, Shopify, Acumatica, Encompass, Raiser’s Edge, Windows, printers, workstations, and networking equipment.
- Provide ongoing support during software rollouts and migrations.
- Document all support requests and resolutions in the Help Desk ticketing system.
- Gather feedback from users to improve training effectiveness and system usability.

System Maintenance

- Maintain Habitat Metro Denver’s systems and software as well as cell phone, printer, and network copier/scanners.
- Install new software releases and system upgrades, evaluate and install patches, and resolve software and hardware related problems.
- Communicate system changes and updates clearly to all end-users in a clear and understandable format.

- Maintain inventory of IT equipment and ensure proper asset tracking.
- Place and track hardware and software orders, ensure that they arrive in a timely manner to meet the needs of the organization and team members.
- Resolve order/delivery issues and supplier disagreements in a timely manner.

Onboarding & Training

- Conduct onboarding sessions for new employees on hardware, software tools, and platforms.
- Provide one-on-one or group training for hardware and software usage.
- Ensure all required software and hardware is ready for new employees on Day One.
- Collect and document all software and hardware received on employees' last day.

Other Responsibilities

- Support the Facilities Manager with the operation and maintenance of Habitat facilities as needed; triage staff maintenance requests, set up and rearrange offices, and coordinate vendor maintenance visits.
- Other associated duties as required to help fulfill our mission in alignment with our Cultural Blueprint values.

KNOWLEDGE, SKILLS, AND ABILITIES

- Familiarity with current technologies, and the ongoing desire to learn new technology quickly.
- Demonstrated ability to be a team player and willingness to lend a hand with any project.
- Strong communications skills to interact with all levels of the organization.
- Ability to represent oneself and the organization to vendors, partners and volunteers in a professional and respectful manner.
- Ability to work under pressure and meet deadlines.
- Ability to independently seek solutions, but also work well in a team-based environment.
- Able to comfortably speak and present in front of a large group in person and virtually.
- Ability to organize, prioritize and budget time to meet commitment.

EXPERIENCE

- Proficiency in Microsoft products and operating systems.
- Computer Science training or related field; or equivalent work experience is required.
- Training or experience in one or more of the following areas: Desktop hardware and software support; application accommodation; network design, installation and support; server hardware and software support.
- Training or experience in one or more of the following areas: Office 365; Microsoft Windows desktop; Microsoft Azure Active Directory; switched Ethernet topologies; Network technologies such as firewalls and VPNs; network routing and TCP/IP.

WORK ENVIRONMENT & CONDITIONS, PHYSICAL REQUIREMENTS NECESSARY TO PERFORM THIS JOB

- In-person / in-office work model with most work done indoors in a shared office environment or meeting setting.
- Ability to talk on the phone and work at a computer for extended periods of time.
- Ability to adequately traverse a retail store; lifting /carrying up to 50 pounds when necessary; plus, bending, twisting, reaching or other similar activities as required.
- The ability to type.
- This position will provide support to administrative offices, retail stores and a production warehouse. Ability to travel to different work sites to provide on-site systems and technology support is required at locations and times when public transportation is unavailable.
- Valid driver's license and ability to be insured under the company's insurance policy is prerequisite; driving is required. A Motor Vehicle Report (MVR) will be run for insurance purposes.

The Starting Pay Range for this position is \$21.70 - \$24.30/hour. New hires are typically brought into the organization between the minimum to midpoint of the starting pay range posted depending on qualifications, internal equity and the budgeted amount for the role. The full range for this position is \$21.70 - \$26.90/hour.

Benefits available include medical, dental and vision insurance options; 401k with employer match; Paid time off for vacation, sick, holidays, floating holidays; and parental leave; short and long-term disability; Healthy Families and Workplaces Act (HFWA) Leave; Paid Parental Leave (PFML); and paid time to volunteer.

Please apply by copying and pasting the following link in your browser:

<https://www.paycomonline.net/v4/ats/web.php/portal/9F05EDCA5A4F338D08503989FA9B94C0/jobs/171578>

Or visit our **Careers Page:** <https://habitatmetrodenver.org/about/careers/>



At Habitat for Humanity of Metro Denver, we value diversity and strive to ensure that our practices and policies are equitable and inclusive. We do not tolerate harassment or discrimination of any kind. We are committed to complying with all federal, state, and local laws providing equal employment opportunities, and all other employment laws and regulations. It is our intent to maintain a work environment that is free of harassment, discrimination, or retaliation because of age (40 and older), sex, sexual orientation (including transgender status and gender identity or expression), pregnancy (including childbirth, lactation, and related medical conditions), marital status, race, national origin (including ancestry), disability, creed, religion, genetic information, HIV status, military or veteran status, or any other status protected by federal, state, or local laws. Habitat Metro Denver is dedicated to the fulfillment of this policy in all aspects of employment, including but not limited to recruiting, hiring, placement, transfer, training, promotion, rates of pay, and other compensation, dismissal, and all other terms, conditions, and privileges of employment.