

Leads for December 12, 2011

PHLEBOTOMIST - Job ID: 131

F/T, willing to work flexible hours based on staffing needs. \$14-\$21/hr. Whittier. Perform daily phlebotomy activities of the Patient Service Center. Perform forensic and clinical specimen collection and processing duties following established practices and procedures. Perform specimen collections for all ages from pediatric to geriatric patients. Greet all customers and treat customers appropriately. Ensure all field phlebotomy and specimens are collected accurately and timely. Collect specimens according to established procedures. Responsible for completing requisitions accurately. Label, centrifuge, split and freeze specimens as required by the test order. Perform basic clerical/reception duties as needed. One year industry experience. High school diploma or GED. State of California Certification. Medical terminology helpful.

Apply online to Medix Staffing.

www.jobpath.com/CSH/Details.aspx?privjobs=true&did=JHV3CD70V9DWVDBT75F&cs h=CSH_MedixStaffingSol

ASSISTANT SERVICE REPRESENTATIVE A940 1 full time LA

Assist the Service Representative in executing Secure Shredding route. Service confidential containers, deliver, an/or pick up materials as directed including, E-waste, CRV, plastics and other commodities assigned to routes they are conducting. Safe transportation and security of items taken into custody is crucial. Valid California Drivers License no more than 2pts required.

CUSTODIAL SERVICE WORKERS - #A896, full time, Santa Monica. #A897, full time, LA
Shift flexibility and overtime when needed. Perform a full range of custodial services at Company facilities. Perform daily cleaning tasks as assigned, including floor stripping and waxing, window washing, pressure washing and restroom cleaning. Maintain clean and sanitary conditions throughout. Maintain custodial equipment and supplies in neat, orderly condition.

CLEARANCE CENTER MATERIAL HANDLERS R-CCMH 3 full time LA

Unload trucks and place material in correct area. Constant lifting, pushing and pulling awkward materials up to 75 lbs. Ability to communicate in English.

Send resume to Goodwill of Southern California.

342 San Fernando Road

Los Angeles, CA 90031

(323) 223-1211 • FAX (323) 539-2046 / resumes@goodwillsocal.org / www.goodwillsocal.org

FRED JORDAN CHRISTMAS BASKETS

December 17 at 8:00 am

Groceries and toys for all ages.

445 Town Avenue

Los Angeles

(213) 489-7763

Every man is my superior in that I may learn from him.

Leads for December 12, 2011

RECEPTIONIST/SWITCHBOARD OPERATOR

P/T. \$10.37 – \$12.69/hr. Serve as receptionist and central telephone switchboard operator, perform general clerical work. Act as general receptionist for the Community Center; provide information to the general public; direct visitors to appropriate departments; operate central telephone switchboard; forward calls to appropriate City staff; perform general clerical duties of typing, filing, receiving and processing mail; search records and files for readily identified information; operate standard office machines. Completion of formal education sufficient to assure the ability to read, write and perform arithmetic calculations at the level required for successful job performance and some experience performing general clerical work. Knowledge of: Basic office practices and procedures, correct English usage and arithmetic. Type 40 wpm from clear copy; learn assigned office tasks; learn the operation of standard office machines including telephone switchboard and computer; learn receptionist and telephone techniques; use correct English; perform arithmetic computations; understand and carry out oral and written directions; index and alphabetize accurately; meet approved minimal physical and medical standards; establish and maintain effective working relationships and deal tactful with the public. Valid driver's license. Submit original typing certification of 40 net wpm with application.

Apply M-TH: 7am – 6pm to City of Carson, Human Resources.

701 E. Carson St.

Carson, CA 90745

Phone: (310) 952-1736 / Fax: (310) 830-2471 / website: <http://ci.carson.ca.us>

DENTAL ASSISTANT II - Requisition ID: 011352

F/T. \$25,000 - 31,000/yr. High-intensity, self-starter. Varied dental front and back office duties; ensure quality patient services and compliance with clinic policies and procedures; data collection procedures & reports; patient management; maintain supplies; sterilization. Three years chairside experience directly related to practice specialization. Valid CDA and California x-ray License. Knowledge of computers. High school diploma; valid dental assisting and x-ray license from an accredited dental assisting program. Bilingual skills preferred.

Apply online to USC.

<http://jobs.usc.edu/applicants/Central?quickFind=62244>

RECORDS CLERK III (Hospital Medical Records) - Job ID: 104838

Harbor City. Under general supervision and in accordance with established policies and procedures, analyze charts for accuracy, consistency and completeness according to hospital and regulatory agency guidelines. Review and process request for subpoenas received from outside providers, agencies, schools, and attorneys in compliance with applicable state laws. Perform a variety of clerical duties related to the processing of medical records. Two years hospital Medical Record experience. Proof of Medical Terminology course completion. Registered Health Information Technician (RHIT) preferred. 45 wpm. Typing certificate must be current within one year. Please contact Human Resources for testing.

Apply online to Kaiser Permanente Southern California.

www.kaiserpermanentejobs.org

Leads for December 12, 2011 (a)

MEDICAL ASSISTANT (Bilingual) - Job ID: 112713

Work weekends and holidays per business needs. Float to other departments per business needs. Garden Grove. Assist in the provision of direct patient care by performing routine patient care procedures, technical & supportive functions in a medical office or clinic setting. One year of experience in medical assisting within the last five years preferred. Certified Medical Assistant or Registered Medical Assistant or completion of accredited Medical Assistant program. Valid BLS card. Computer & typing skills. Pass English/Vietnamese Level II assessment test.

Apply online to Kaiser Permanente Southern California.

www.kaiserpermanentejobs.org

ASSOCIATE GAME DESIGNER/SCRIPTER

Santa Monica. Work with Design Team Leadership and other level scripters to help deliver gameplay experiences that embody the creative vision of the game. Spearhead the collaborative process with engineers, animators, artists, sound designers and production staff to bring the game world and its characters to life. Experience with C, C++ or a C-style scripting language. Familiar with a 3D level/world creation package, preferably Radiant. Strong hands-on experience, preferably in a published title, with single player level creation: writing scripts and laying out levels. Effectively communicate with your level script peers, design management and anyone else within Treyarch. Demonstrate overall game design process knowledge including, but not limited to, story and character design, level design, AI design, player control, user interface, pacing, etc. Expert on recent First Person Shooters and the trends of the genre. A design test utilizing Call of Duty mod tools may be required depending on previous experience.

Apply online to Treyarch / Activision Blizzard

<http://activision.taleo.net/careersection/10020/jobdetail.ftl?job=80901>

TECH - PHARMACY (Full Time 8 hr Varied) - 1105021144

Per Diem, Varied. Computer entry: Enter mg/kg/dose or mg/kg/day for all pediatric and neonatal orders. Perform computer backup. Enter correct medication: Maintain orders entry error rate < 5%. Serious order entry rate < 1%. Capable of entering a minimum of 75 orders per eight hour shift. Average at least 50 orders entered per 8 hours. Generate required reports: MAR, Pick I.V, production reports. High school graduate or equivalent preferred. Knowledge necessary to obtain Pharmacy Technician licensure in the state of California and current CA Pharmacy Technician Licensure. Experience in I.V. admixtures, unit does drug distribution and computer entry preferred. Type 30 WPM; good communication skills, both written and verbal.

Fountain Valley Regional Hospital - Apply online to Tenet.

<http://www.tenethealth.com/>

Sometimes struggles are exactly what we need in our life. If we were to go through our life without any obstacles, we would be crippled. We would not be as strong as what we could have been. Give every opportunity a chance, leave no room for regrets.

~Unknown~

Leads for December 12, 2011 (a)

GRAPHIC DESIGNER, PROP DESIGNER

Los Angeles/Santa Clarita. Pay, copy, credit, meals. Present day dark fairy tale for lost causes and desperate cases. Great hardworking experienced crew.

Email Cover letter, website/portfolio, resume, and 3 references.

www.productionhub.com/jobs/view.aspx?item=33718

BI-LINGUAL HEALTH SCREENING TECHNICIANS

Contractor, per diem. Carson. Screening Techs must be proficient in some or all of the following skill sets: Blood Pressure: Lots of experience taking blood pressures with a manual cuff and stethoscope. Finger stick: Experience with using the Cholestech LDX machine and collecting blood with capillary tubes and plungers is preferred. Proficiency in finger sticking, but limited or no LDX machine experience is okay. Height/Weight/BMI: Minimal experience needed. Individuals with a fitness background fit well in this position. Phlebotomy: Proficient in venipuncture with strong experience. RN or Licensed Phlebotomist a plus. Health Coach: Review participants' health results, to include blood pressure, BMI, cholesterol and glucose. CNA, MA, or EMT preferred. Experience working wellness screenings with us or other screening companies is a plus. Bilingual Spanish Speaking also a plus.

Email resume to CIGNA Onsite Health Company.

onsitestaffing@cigna.com

DIRECT SUPPORT PROFESSIONAL

P/T. M-F, 6am-9am. \$8/hr. Burbank. Support adults with developmental disabilities. Train people to perform the various tasks necessary to improve personal skills. Expose individuals to new opportunities and experiences both in a vocational setting, and home as well as in the community. Assist people in meeting their needs through one-to-one assistance each day. Track attainment of goals and objectives. Expand people' ideas of what's possible. Be a positive role model. Dependable. Good writing skills. Patient, caring, and trustworthy. The innate desire to make a difference in someone's life. Valid driver's license. High school diploma or GED.

Send resume to Garden Center Services.

Email: mhula@gardencenterservices.org

PATIENT CARE ASSISTANT - Position #: 115502

Per_Diem. Anaheim. Assist the RN/LVN in the provision of patient care including patient data collection, oral care, bathing, assistance with ambulating and toileting. Participate in quality patient care delivery, efficient patient flow and effective communication with the health care team. Integration of patient care standards are incorporated into all clinical activities. Six months' Nursing Assistant experience and/or completion of the first quarter of an RN or LVN nursing education program. Current C.N.A. certification preferred. Current Healthcare Provider Basic Life Support.

Apply to AHMC Anaheim Regional Medical Center.

www.anaheimregionalmc.com/

Leads for December 12, 2011 (b)

LABORATORY ASSISTANT - Clinical Laboratory

F/T, 8 hr shifts. Procure blood samples from patients, preserve the integrity of specimens and proper transporting, processing and preparation of all samples. Clerical functions such as answering telephone inquiries from other departments of the facility, dissemination of laboratory reports and communicating with referral laboratories utilized by the department. High school diploma or GED. One-year experience in Phlebotomy preferably in an acute care facility setting. Phlebotomy certificate. A Fire and Safety card must be presented upon hire or must be obtained at our facility within the first 90 days of hire and maintained by renewing before expiration date.

Apply online to The University of Southern California.

Evenings - Req ID: 011392 - <http://jobs.usc.edu/applicants/Central?quickFind=62260>

Days - Requisition ID: 011393 - <http://jobs.usc.edu/applicants/Central?quickFind=62261>

HOUSEKEEPING AIDE - Requisition Number 766570

F/T. Respond promptly to requests from guests and other departments. Identify and report preventative or other maintenance issues in public areas or guest rooms. Post caution signs. Contact other departments directly for urgent repairs. Deliver guest requests and set up furniture items in guest rooms as requested. Remove items from hallways and transport to service areas, including debris, room service food and beverage trays, unread newspapers, soiled linens, and trash placed near Housekeeper carts. Clean, maintain, and store cleaning equipment. Follow all company and safety and security policies and procedures; report any maintenance problems, safety hazards, accidents, or injuries; complete safety training and certifications; properly store flammable materials. Ensure uniform and personal appearance are clean and professional; maintain confidentiality of proprietary information. Welcome and acknowledge all guests according to company standards; anticipate and address guests' service needs; assist individuals with disabilities; thank guests with genuine appreciation. Speak with others using clear and professional language. Support team to reach common goals. Ensure adherence to quality expectations and standards.

Apply online to Marriott, Los Angeles Airport

5855 West Century Blvd.

Los Angeles, CA 90045

**Job Hotline (310) 337-5327 / <http://greatjobs.marriott.com> or <http://trabajos.marriott.com>
<https://wss6a.unicru.com/hirepro/marriottcorp/siteLocatorForm.jsp>**

CERTIFIED NURSING ASSISTANT - FT - Nights (Job Number: 083974)

Westminster. Assist nursing staff with patients' personal care, emotional support, and activities of daily living. More complex duties performed under supervision of professional nursing personnel. Completion of course for nursing assistants. Current Nursing Assistant Certification and BCLS Certification. Six months experience in acute or long term care facility.

Apply online to Kindred Hospital.

www.kindredhealthcare.com/

Leads for December 12, 2011 (b)

TECHNICAL ARTIST / EFFECTS ARTIST - Job Code: TA

F/T. On-site, contract position with a duration of 4-6 months. Santa Monica. Small indie developer working with a major publisher on The Unfinished Swan, a first-person painting game set in an entirely white world. We are focused on creating surreal, novel, and unusual games, and hopefully you are too. We are tiny, and camaraderie is important to us. We're looking for someone who will contribute to making our team greater than the sum of its members. We really like self starters—if you maintain your own interests or projects and are always brimming over with suggestions and ideas about what you want to do, you may be our kind of person. Bring life to our game. Do production quality particle effects and is also technical enough to serve as a bridge between art and code. If you're stronger on one side than the other that's fine, as long as you'd be comfortable developing some new skills along the way. Strong particle/effects animator. Someone who can start with a system for paint splat particles, then move on to things that are a bit stranger and more surreal. Do as many of the following as possible: Python (or MEL) scripting in Maya, Lighting and baking in Maya, Optimize in-house and outsourced assets, Help manage memory and performance budgets. Coordinate with the programmers to get content into game as efficiently as possible. Has shipped at least 1 game. Has 4+ years of experience in games: Current generation console experience. Previous generation console experience a strong plus. Strong Maya background. Gamebryo experience a plus.

Send resumes/inquiries to Giant Sparrow, along with links to your portfolio. Please do not attach your portfolio or reel to your initial e-mail.

Email: jobs@giantsparrow.com

HEALTH SERVICES TECHNICIAN

P/T, 15-30 hrs/wk, 10 mos/yr. (September-June). Position is up to 6 hours per day. \$3156-\$3836/mo based on 40-hour week. Perform required duties as outlined in the Individual Health Services Plan (IHSP) for the student(s), such as monitoring seizures, administering injections as appropriate, assisting with student's personal hygiene, and providing instructional assistance as stipulated; provide first aid and emergency health assistance to students; perform a variety of clerical work in updating and maintaining student health records. Equivalent to: Graduation from high school and two years of experience in a health or hospital related position and clerical experience. Experience in a public school district is desirable. Possession of valid first aid qualification comparable to the Standard Red Cross First Aid Certificate. Possession of an EMT-I or II Certificate preferred. Possession of an appropriate operator's license issued by the California Department of Motor Vehicles. Hold valid CPR card or other valid procedure for resuscitation of an injured person. *Apply by January 4, 2012, 4:30 p.m.*

Submit District application form and certification of CPR and First Aid to the Personnel Commission Office at Torrance Unified School District.

2335 Plaza Del Amo

Torrance, CA 90501

(310) 972-6340 / Job Hotline: (310) 972-6344 / www.tusd.org

"Let's eat grandpa." "Let's eat, grandpa." *Correct punctuation can save someone's life.*

Leads for December 12, 2011 ©

MEDICAL ASSISTANT - Job Number: 6132011

M-F: 8 – 4:30. \$13-15/hr. Torrance. Internal Medicine, Cardiology, Dermatology, Obstetrics and Gynecology. Front and Back Office procedures, greet and room patients, vitals, blood pressure and EKG's, document in EMR, EHR, document patients. Chief complaints, Medications, Immunizations injections, CLIA testing, assist with procedures. Greet and check in patients, verify insurance, update patient information forms. Collect co-payments, schedule follow up and consult appointment, referrals. High school diploma or GED. Two years hands-on medical assisting experience. Computer literate. Pass criminal background check/drug screen.

Send resume to Helpmates Staffing Services.

torranceresumes@helpmates.com / www.helpmates.com

ENGINEER I

Maintain the general condition of the property with regards to all aspects of basic electrical, carpentry, plumbing, mechanical and painting work. Complete maintenance request work orders from all departments on a timely basis. Participate in the preventive maintenance program for all building equipment and rooms. Five years experience in commercial electricity, HVAC, and refrigeration. Refrigerant Universal Certification. Working knowledge of all electrical supplies and equipment. Knowledge of proper chemical handling and disposal. Working knowledge of: health codes, electrical codes, national/local fire codes, local mechanical codes, blue prints and wiring schematics, power and hand tools, meters, etc. as it relates to the technical trades. Fluency in job related English, both verbal and non-verbal. Provide legible communication and directions. Compute mathematical calculations (add, subtract, multiply and divide numbers). Ability to: Interpret manufacturer's literature for installation, preparations, use and upkeep of various materials and products used throughout the property. Be well organized and follow instructions. Focus attention on details. Operate high reach lifts. Prioritize tasks and comply with deadlines for work assignments. Be a clear thinker and perform well under pressure work assignments. Work and perform job functions with minimal supervision. Work cohesively with co-workers as part of a team. High school graduate or equivalent vocational training. Certification or completion of seminars for specialized training. Ability to perform basic carpentry skills. Maintain positive guest relations at all times. Maintain timelines and work schedule in accordance with the preventive maintenance program.

Apply online to the Terranea Resort

www.hcareers.com/seeker/email?jobAdId=6F05E5D327DAE41D

ILLUSTRATOR

Ongoing, as needed, less than 10 hrs/week. Reliable. Work with fine art, digital painting, or 3D design. Surreal portraits are more demanding at this current day and age and having experience in this field is a plus. Portfolio is mandatory. True passion for this profession. Fine-art, painting, 3d-modeling, Adobe Photoshop and Illustrator. Provide web comics, comic books, cartoons, and illustrations that give an escape from the harsh realities that life presents.

Contact Steven Jackson at CEO/Founder of Nonpareil Comics LLC.

<https://www.odesk.com/jobs/Illustrator~~af51f88d62416e2a>

Leads for December 12, 2011 ©

MERCHANDISER

Benefits. Redondo Beach. Prior POG and merchandising experience. Reliable transportation and can arrive to work on time. Able to work in a team environment and take direction from others. Read, write and speak English. Follow instructions and pay attention to detail. Understand and implement retail-merchandising concepts. Learn and implement labeling techniques and standards. Willing to: -Move shelves and pegs to different positions. -Read and implement a plan-o-gram at the rate of 1 foot an hour. -Stand, bend, or stoop for entire shift. -Utilize scrappers, cleaning supplies, and other basic cleaning utilities. -Stock and/or reposition merchandise. -Remain flexible to custom set situations. -Install security fixtures if applicable. Able to complete a criminal background form and drug screen within 48 hours of Offer of Employment.

Apply online to Prism Retail Services a Division of Footprint Retail Services.

www.footprintretailservices.com/careers.php

HEAVY ALUMINUM MATERIAL MANUFACTURING

\$12.50/hr. Aerospace Materials Supplier. Material Can Weigh Up To 10,000 lbs. High school diploma or GED. Use basic measurement instruments. Heavy load and side loader forklift experience. Able to stand, bend, stoop, climb, reach and lift up to 40 lbs. Read, write and perform basic math problems. Basic computer knowledge to complete data entry. Use and understand scanning technology. Pas background check and drug.

Send an email w/resume to Guillermo Rodriguez at SASSFA.

10400 Pioneer Blvd, Suite 9

Santa Fe Springs, CA 90670

Email: grodriguez@sassfa.org

CAREGIVER / CHHA / CNA - ID: 1002

Los Angeles and Orange County. Assist with activities such as reading, conversation, crafts, needlework, games, movies, TV viewing, and other physical activities as desired. Prepare meals, buy groceries, plan snacks and meals, and follow healthy meal plans. Assist Client to and from appointments, lunches, dinners, movies and shows. Assist Client with simple transfers such as in and out of bed and chairs. Assist Client with personal care; bathing, dressing and grooming. Uphold a clean, neat and safe environment. Assist with reminding client to take medication.

Perform skilled Medicare CHHA home health visits (certified home health aides only.) CPR certified. Two professional work references. Current TB test documentation. Driver's license and social security card. Pass criminal background, drug screening, & DMV checks. Bonus:

Caregiving experience in home setting, acute care experience and/or CNA, CHHA, or documented caregiver training preferred. Customer service experience and training. Type 40 wpm. Computer savvy.

Contact Elevate Health.

201 Covina Avenue, Suite 4

Long Beach, CA 90803

T | 800 880 1405 E | info@elevatehealth.com

Leads for December 13, 2011

DISHWASHER/UTILITY

F/T. Operate and maintain cleaning equipment and tools, the dish washing machine, hand wash stations pot-scrubbing station, and trash compactor. Wash and disinfect kitchen area, tables, tools, knives, and equipment. Ensure clean wares are stored in appropriate areas. Use detergent, rinsing, and sanitizing chemicals in the 3-compartment sink to clean dishes. Inspect, pull, and stack cleaned items, send soiled items back for re-scrubbing and re-washing. Rack and spray all racked items with hot water to loosen and remove food residue. Sort, soak, and wash/re-wash silverware. Breakdown dirty bus tubs. Empty and maintain trashcans and dumpster area. Clean and mop all areas assigned. Dispose of glass in the proper containers. Break down cardboard boxes and place them and other recyclables in the recycle bin. Follow all company, safety and security policies. Report maintenance needs, accidents, injuries, and unsafe work conditions. Complete safety training and certifications. Protect company assets. Speak with others using clear and professional language. Develop/maintain positive working relationships with others.

Renaissance Long Beach Hotel
111 East Ocean Blvd
Long Beach, CA 90802

JWMarriott/Ritz-Carlton LALIVE
900 West Olympic Blvd
Los Angeles, CA 90015

Apply on-line to be considered: www.marriott.com/careers

LAB TECHNICIAN - Requisition #: 3902

F/T. El Segundo. Consult with PIs and senior laboratory personnel. Construct, operate, and maintain custom-built scientific apparatuses used in an electro-optical device testing lab. Basic knowledge of electronic theory, along with advanced electronic and mechanical fabrication skills to aid in development and building of new test stands. Draw upon a wide variety of skills including vacuum systems, laser operation and maintenance, optics, mechanical drawing, cryogenics, and instrumentation. Take on role as safety monitor, oversee the maintenance of laboratory stocks and supplies, monitor calibration status of lab instruments, and ensure overall laboratory upkeep. Associate's Degree in electronics, computers, or the physical sciences. Technical vocational training or an equivalent combination of education and experience less than a four year degree, may also be acceptable. Experience in laboratory settings and skills in a variety of the areas of work noted above preferred. Familiarity with computer hardware and programming (typically LabView) is desirable. Work well with other laboratory staff. Able to obtain SECRET clearance.

Apply to Elaine Harrell at The Aerospace Corporation.
www.jobsininglewood.com/jobs.asp?pagemode=15&jid=2336019

MEDICAL RECORDS

F/T. \$16.48/hr. Los Angeles. Work in nursing home. Keep their offices running smoothly. Organizing patient files and medical records. Scheduling appointments. Answering phone calls. Create "new" patient folder for each patient. Deliver and retrieve patient records. Perform routine clerical tasks. High School diploma. 2+ years of experience in the healthcare field as a medical records assistant. Knowledge of medical terminology. Type 30 wpm. *Apply by Dec. 25, 2011.*

Apply online to JSA Search Inc.
<http://jobs.seniorcarejobs.org/204851.htm>

Leads for December 13, 2011

PATIENT SERVICE REPRESENTATIVE I - Job Code: 10050

F/T, M-F: 9 - 6. Beverly Hills. Gastroenterology Administrative Assistant. Maintain a smooth and efficient front office workflow. Greet patients. Collect co-payments/give receipts/reconcile payments/batch fee tickets. Prepare charts. Review patient demographics and insurance information. Perform/update demographics and insurance registration. Collect co-pay/insurance cards, copying required information. Manage patient flow. Maintain waiting rooms. Schedule first available appointments. Take voice mail messages off phones and direct appropriately.

Answer and triage calls, directing to appropriate individuals or departments. High school diploma or GED. One year experience in medical practice preferred. Basic computer experience.

Proven/provide customer service skills. Basic understanding of medical terminology and insurance concepts. Ability to register and schedule and patient on IDX (using first available only). Be able to differentiate between CSMC & CSHA, HMO, PPO, and POS; be able to follow P & P accordingly.

Apply online to Cedars-Sinai.

www.cedars-sinai.edu/career or www.cedars-sinaimedicalcenter.apply2jobs.com

SENIOR LEVEL II TECHNICIAN - Job Number: 40761821 / Requisition # 69390

F/T. 10641 Scripps Summit Ct, San Diego. Ensure operational efficiency of all HD Supply locations by providing Level 2 support for all computing hardware and software. Troubleshoot all technical issues escalated by Level 1 Agents and serve as the on-site and/or on-call agent for any executive level support request. Responds to inbound phone calls, e-mail or web tickets and provides proactive service in the diagnosis and resolution of all incidents, problems, and requests for all existing computer systems. Maintains documentation of work history of personal computers and equipment. Helps streamline support processes and ensures the help desk maintains a high level of customer service. Works to meet agreed upon Service Level Agreements. Assists with the coordination of IT support to ensure that problems are resolved promptly and effectively by accurately escalating incidents to correct support group. Works with Executive level staff on issues and provides after hours support for Executive Level Staff as needed. Sets up new PCs. Troubleshoots printer, password, e-mail, standard windows applications, internet access and network connectivity issues. Provides escalated technical support to the Executive staff that requires on-site presence (PC and printer failure), including data backup recovery. Performs complex software/hardware troubleshooting, patches, re-installations in cooperation with other IT infrastructure groups and in accordance with established Service Level Agreements. Serves as the technical and communications liaison to and from Executive stakeholders and key users for GSC help desk communication, initiatives, needs assessments, etc. Maintains confidentiality with regard to the information being processed, stored or accessed. May modify processes to resolve situations. Eighteen years of age. Pass the Drug Test, Background Check and pre-employment tests. Technical certification or Associates degree may be required in some areas. Five years of experience in related area of responsibility.

Apply online to HD Supply.

www.salesheads.com/job.asp?id=40761821&aff=AC44BA2E-E3EB-4DBC-8BDB-9FCE01C58B09