

Help Desk Technician – Temporary

About FPPA

The Fire and Police Pension Association was created by legislative mandate in the 1980's. Our leadership team guides us in fulfilling our mission, vision and values while achieving our strategic objectives. We administer a statewide multiple employer public employee retirement system providing defined benefit plan coverage as well as death and disability coverage for police officers and firefighters throughout the State of Colorado.

We are a small association of only 70 staff located in Denver, CO. We work hard and have a culture that supports staff to establish a well-balanced relationship between their personal needs and work commitments.

Position Summary

We are seeking a motivated and customer-focused Help Desk Technician I to join our IT team. This entry-level position provides first-line technical support for end users across Microsoft technologies, including Windows, Microsoft 365, Azure, Teams, and endpoint devices. The ideal candidate is eager to learn, enjoys solving technical problems, and is passionate about delivering exceptional customer service.

This role is an excellent opportunity for someone looking to build a career in IT infrastructure, cloud services, cybersecurity, and Microsoft technologies.

Qualifications Summary

- High school diploma or equivalent.
- Associate degree in Information Technology or related field preferred.
- 0-2 years of IT support experience.
- Basic understanding of:
 - Windows 11
 - Microsoft 365
 - Active Directory
 - Computer hardware and peripherals
 - Networking fundamentals (DNS, DHCP, TCP/IP)
- Microsoft Windows
- Microsoft 365 Applications
- Microsoft Teams
- Outlook
- Basic Active Directory administration
- Basic troubleshooting methodologies
- Familiarity with a ticketing system (ServiceNow, Jira Service Management, Freshservice, etc.)
- Excellent customer service and communication skills.
- Strong troubleshooting and problem-solving abilities.
- Ability to prioritize multiple tasks.
- Positive attitude and willingness to learn.
- Strong organizational and documentation skills.

- Ability to work independently and within a team environment.

Preferred Qualifications

- Prior retail, tech, or customer-facing support experience (internship or part-time counts)
- Exposure to Microsoft 365 and Windows 11 in a work or school setting
- CompTIA A+ (or progress toward it) a plus, but not required

Salary and Benefits

The position is hourly with a range of \$25/hour - \$35/hour depending upon experience.

How do you apply?

Please send your cover letter and resume to Human Resources, humanresources@fppaco.org.