

Help Desk Technician I (Bilingual English / Spanish)

Arteaga's Food Center

Hayward, CA. Travel to other Arteaga's locations required.

Department	Information Technology
Reports to	IT Manager
Job type	Full-time, hourly (non-exempt)
Starting pay	\$20.00 per hour
Travel	Local travel between locations; mileage reimbursed
Language	Fluent English and Spanish required

About the Role

Arteaga's Food Center is looking for a friendly, hands-on Help Desk Technician I to be the first line of technical support for our team members. You will answer support requests, troubleshoot computers, printers, point-of-sale equipment and network issues, and travel to our locations to fix problems in person. Because our team and our customers speak both English and Spanish, you must be comfortable providing support in both languages. This is a great entry point into IT for someone who enjoys solving problems and helping people.

What You Will Do

- Serve as the first point of contact for technical support by phone, email, ticket and in person.
- Troubleshoot and resolve Level I issues with Windows PCs, printers, scanners, phones, point-of-sale terminals and Wi-Fi.
- Set up, image and deploy new workstations, user accounts and peripherals.
- Drive to store locations to perform on-site repairs, installations and equipment swaps.
- Log every request in the ticketing system, keep notes current and escalate issues you cannot resolve.
- Walk team members through fixes clearly and patiently in English or Spanish.
- Maintain an accurate inventory of hardware and spare parts.
- Follow company security practices, including password, access and data-handling policies.
- Assist with basic network tasks such as cabling, switch port checks and access-point resets.

What You Need (Required)

- Fluent in both English and Spanish (speaking, reading and writing).
- Valid driver's license, a clean driving record, and a reliable personal vehicle with current insurance. Mileage is reimbursed at the current IRS standard rate.
- Working knowledge of Windows, Microsoft Office / Microsoft 365 and common office hardware.

- Ability to explain technical issues in plain language to non-technical users.
- Strong organization and follow-through; you close the loop on every ticket.
- Able to lift and carry up to 40 lbs (computers, monitors, printers) and work under desks or on ladders when needed.
- High school diploma or equivalent.
- Authorized to work in the United States.

Nice to Have

- CompTIA A+, Google IT Support Certificate, or similar.
- Experience with point-of-sale systems, especially in grocery or retail.
- Basic networking knowledge (TCP/IP, DHCP, DNS, Wi-Fi).
- Experience with a help desk ticketing system.
- One year of customer-facing or technical support experience.

Pay and Benefits

- Starting pay of \$20.00 per hour, paid bi-weekly.
- Mileage reimbursement for all work-related driving at the current IRS standard rate.
- Company-provided laptop, phone and tools for the job.
- Paid training and opportunities to grow into Level II and network roles.

Schedule

Full-time, approximately 40 hours per week. Primary hours are Monday through Friday, 8:00 AM to 5:00 PM. Occasional evening or weekend availability is needed for store openings, system upgrades or urgent outages.

How to Apply

Apply online at arteagas.com/employment/help-desk-technician-i. Upload your resume (PDF, DOC or DOCX) through the form on that page. Please note in your application that you are bilingual and have a reliable vehicle. We will contact selected candidates to schedule an interview.

Equal Opportunity Employer

Arteaga's Food Center is an equal opportunity employer. We consider all qualified applicants without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, age, disability, veteran status or any other characteristic protected by law.