

IT Support Technician

Organization Overview:

The Stanley M. Isaacs Neighborhood Center (Isaacs Center) is a non-profit, multi-service organization focusing primarily on the needs of children and low-income families, out-of-school and out-of-work youth, and aging New Yorkers. We operate at community centers located in the neighborhoods of East Harlem and Yorkville, and seek to deliver programs that are impactful, innovative, and intergenerational.

Position Summary

In this role the IT Support Technician will be the frontline member of the technology department and reports directly to the Director of Facilities. The successful candidate is organized, dedicated, and reliable. S/he is comfortable interacting with students, clients, vendors and colleagues.

Qualifications:

- Bachelor's degree or equivalent experience preferred
- Excellent knowledge of best practices around management, control, and monitoring of server infrastructure
- Experience with firewalls, Internet VPN's remote implementation, troubleshooting, and problem resolution is desired
- Aptitude in Windows, hardware, software and troubleshooting
- Familiarity with Office 365 and SharePoint is desired
- Ability to set up and configure server hardware
- Self-starter with the ability to work independently, yet collaboratively, as an integral member of team
- Ability to prioritize, juggle multiple assignments and meet deadlines
- Enthusiasm, high-energy and positive attitude
- Ability to work some evenings and weekends as projects require
- 24/7 emergency availability required

Primary Duties:

- Provide helpdesk support and resolve problems to the end user's satisfaction
- Modify configurations, utilities, software default settings, etc. for the local workstation
- Install, test and configure new workstations, peripheral equipment and software
- Administer servers, desktop computers, printers, routers, switches, firewalls, phones, personal digital assistants, smartphones, software deployment, security updates and patches
- Monitor and respond quickly and effectively to staff technology requests
- Assist with on-boarding of new users
- Train staff on new technologies as appropriate
- Providing guidance for problems and questions
- Maintain integrity of the network, server deployment, and security
- Coordinate IT projects
- Other duties as needed

