

UNION SETTLEMENT

EMPLOYMENT ANNOUNCEMENT

Union Settlement Association is an on-the-ground resource for East Harlem residents of all ages, and a passionate advocate for the needs of underserved communities. Since opening our doors in 1895, we have brought education, wellness and community-building programs to our neighborhood, empowering New Yorkers with opportunities to better their lives. More than 350 staff work in our organization, and our services impact 10,000 people every year. By helping our neighbors realize their goals, we build the vitality and success of East Harlem. For more information about Union Settlement, please visit our website at www.unionsettlement.org.

Position: IT Assistant/Help Desk Specialist
Department: Technology
Reports to: Director, Technology & Operations
Hours: Full-Time
FLSA: Non-Exempt

Position Summary:

The IT Assistant/Helpdesk Specialist's role is to help manage and tune in-house computer software systems and network connections to ensure high levels of availability and security of the supported business applications. This position reports to the Director, Technology & Operations.

Responsibilities:

- Participate in and support capacity planning and the development of long-term strategic goals for systems and software in conjunction with end-users and department managers.
- Coordinate with network engineering, business application, and database administration functions to implement desktop and server systems that utilize industry best practices to meet corporate objectives.
- Deploy workstations, servers, printers, scanners, firewalls, encryption systems, and all host security systems.
- Help manage all operating systems and end-user software.
- Help manage communications and connection solutions, including workstation connectivity, local area networks, website, and Internet applications.
- Ensure the integrity and security of enterprise data on host computers, multiple databases, and during data transfer in accordance to business needs and industry best-practices regarding privacy, security, and regulatory compliance.
- Help manage input/output devices, including printers and scanners.
- Help manage end user accounts, permissions, access rights, and storage allocations in accordance with best-practices regarding privacy, security, and regulatory compliance.
- Help perform network and security audits.
- Help perform and test routine system backups and restores.
- Anticipate, mitigate, identify, troubleshoot, and resolve hardware and software problems on servers, input/output fleet, and workstations. Escalate incidents as necessary.
- Practice network asset management, including maintenance of network component inventory and related documentation and technical specifications information.
- Support application development teams throughout project lifecycles.

- Analyze system, server, application, network, and input/output device performance.
- Recommend, schedule, and perform software and hardware improvements, upgrades, patches, reconfigurations, and/or purchases.
- Conduct research on emerging products, services, protocols, and standards in support of systems software procurement and development efforts, as instructed.

Qualifications:

- Bachelor's degree in the field of computer science and/or related field preferred. High School Diploma or equivalent required.
- Working technical knowledge of network, PC, and platform operating systems, including Windows 98/2000/XP/server.
- Extensive application support experience with Microsoft Outlook, Google Suite, Internet Explorer, Mozilla, and Chrome.
- Working technical knowledge of current systems software, protocols, and standards, including firewalls, Active Directory, tcp/ip.
- Strong knowledge of local area network administration.
- Hands-on software and hardware troubleshooting experience.
- Experience with data management.
- Experience documenting and maintaining configuration and process information.
- Knowledge of applicable data privacy practices and laws.
- Strong customer service orientation.
- Proven analytical and problem-solving abilities.
- Ability to effectively prioritize and execute tasks in a high-pressure environment.
- Strong interpersonal and oral communication skills.
- Highly self-motivated and directed.
- Keen attention to detail.
- Skilled at working within a team-oriented, collaborative environment.

To Apply:

Please send Cover Letter, Resume, and 3 References to:
operationscareers@unionsettlement.org

Please indicate IT Assistant/Help Desk Specialist in the subject of e-mail.

UNION SETTLEMENT ASSOCIATION IS AN EQUAL OPPORTUNITY EMPLOYER