

UNION SETTLEMENT

EMPLOYMENT OPPORTUNITY

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: Help Desk Specialist
Department: Technology
Reports to: Assistant Director of Technology
Hours: Full-Time

Responsibilities:

- Deploy workstations, servers, printers, scanners, firewalls, encryption systems, and all host security systems.
- Assist in managing all operating systems and end-user software.
- Assist in managing communications and connection solutions, including workstation connectivity, local area networks, and Internet applications.
- Assist in ensuring the integrity and security of enterprise data on host computers, multiple databases, and during data transfer.
- Assist in managing end user accounts, permissions, access rights, and storage allocations.
- Act as point system administrator.
- Perform and test routine system backups and restores.
- Anticipate, identify, troubleshoot, and resolve hardware and software issues on servers, input/output fleet, and workstations.
- Assist in network asset management, including maintenance of network component inventory and related documentation and technical specifications information.
- Assist in analyzing system, server, application, network, and input/output device performance.
- Recommend, schedule, and perform software and hardware improvements, upgrades, patches, reconfigurations.
- Create required reports in response to user needs.
- Additional duties as assigned by the Assistant Director of Technology.

Qualifications:

- Associates Degree in Computer Science or related field and demonstrated experience in providing desk top support.
- Working technical knowledge of network, PC, and platform operating systems, including all Windows applications and operating systems.

- Application support experience with Microsoft Office and internet browsers.
- Demonstrated 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.
- Ability to undertake and complete multiple tasks at the same time.
- Excellent verbal and written communication skills.
- Excellent analytical and organizational skills.
- Analytic problem-solving abilities.
- A dedicated work ethic.

To Apply:

Please send Cover Letter, Resume, 3 Professional References, and Salary Requirements to:

jobs@unionsettlement.org

Please indicate Help Desk Specialist in subject of e-mail.

UNION SETTLEMENT ASSOCIATION IS AN EQUAL OPPORTUNITY EMPLOYER