Asia Society Career Opportunity

Location: New York

Position: Desktop Support Technician (Grade 6) Code 1539

Application Deadline: July 30

Purpose:

Responsible for all aspects of the operations relating to installed and anticipated computer hardware, networked systems, and data communications technologies, the Desktop Support Technician is a versatile and highly motivated individual who ensures the end user has the tools necessary to efficiently do their jobs. This individual will also assist users with PC and Network related issues such as PC configuration for proper boot and network connectivity, Microsoft Office training and support, printer trouble shooting, etc.

Responsibilities:

- Manage, operate, upgrade, and maintain Asia Society workstation systems in mixed platform (PC and Macintosh) environment and relocate computer equipment to different locations
- Configure printers and deploy them on the network
- Manage, operate, and maintain Asia Society New York PBX phone system
- Support remote Centers to ensure systems compatibility across the organization
- Work as second-level Help Desk technician to facilitate timely support and resolution of Help Desk issues
- Liaise with contractors and outsourcers to handle day-to-day system maintenance and troubleshooting
- Provide installation and support for Blackberry/iPhone/Android users
- Track and manage asset inventory
- Create and maintain technical documentation
- Provide key technical knowledge for recommendations on emerging technologies
- Be available outside business hours for remote support
- Other duties as assigned

Qualifications:

- College degree and 4-5 years related work experience preferred
- A+ Certification and/or Microsoft Certification (MCP)
- Advanced knowledge of Windows XP and Vista and a familiarity with Macintosh OS
- Strong experience with Active Directory, Office 2003/2007/2010, and remote computing technologies (Citrix, GotoAssist, Terminal Services)
- Strong experience with HP printers, Lenovo laptops, and MacBooks
- Strong experience with Blackberry Enterprise Server
- Comfortable replacing internal components and in desktop printers
- Good working knowledge of Adobe Photoshop and Filemaker
- Knowledge of Raiser's Edge and SQL a plus
- Able to carry workstations (40 lbs.)
- Proven ability to learn and apply new, emerging technologies
- Ability to interact with a diverse user constituency and clearly communicate with management and users
- Strong organizational skills with multi-tasking abilities and attention to detail
- Excellent customer skills and service mentality
- Ability to work beyond the normal work day including weekends when required
- Prior non-profit work experience highly desirable

How to Apply:

Please email your cover letter, resume, and salary requirements to ITjobs@asiasociety.org Indicate job title and reference code in the subject line. Resumes without cover letters will not be accepted. No phone calls, please. Only those candidates considered for an interview will be contacted. Please regard your resume as having been received unless your email is bounced back.

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