



Department/Program: Lifeline

Position Available: Technical Support Specialist – Level 2

Supervisor: Bob Kessler

Position Description:

We are looking for a technical support specialist to provide client hardware and software support and technical issue resolution for all MHA sites throughout NYC (based in Manhattan but frequent travel required to all boroughs). Tasks include but are not limited to:

- Troubleshooting client-based hardware and software issues
- Providing one-on-one end-user problem resolution over the phone as well as in person
- Configuring workstations (Windows, Office, etc.)
- Troubleshooting light networking issues
- Installing/supporting VoIP phone handsets
- Setting up and maintaining communication hardware and systems (Phones, Fax, etc.)
- Completing hardware and software upgrades, patches and maintenance
- Assisting IT Department with projects as needed
- Performing daily trips to sites throughout NYC
- Document operational procedures and standards for client support

Qualifications:

- Basic knowledge of Microsoft Office applications (XP, 2007, 2010).
- Advanced Networking support and understanding.
- Internet/Application Support/Browser related issues.
- Experience supporting Microsoft Windows XP and Win 7 operating systems.
- Basic understanding of Intel desktops/laptops architecture.
- Windows Server/Active Directory experience a plus
- 5to 7years' experience working in a desktop support environment preferred.

Salary: mid 50's to low 60's

Send Resume to: bkessler@mhaofnyc.org