



LOCAL INITIATIVES SUPPORT CORPORATION
Position Description

POSITION TITLE: Information Technology Support Specialist
REPORTS TO: Director of IT Client Services
JOB CLASSIFICATION: Exempt / Full Time
LOCATION: LISC Headquarters, New York, New York

THE ORGANIZATION:

What We Do

With residents and partners, LISC forges resilient and inclusive communities of opportunity across America – great places to live, work, visit, do business and raise families.

Strategies We Pursue

Equip talent in underinvested communities with the skills and credentials to compete successfully for quality income and wealth opportunities.

Invest in businesses, housing and other community infrastructure to catalyze economic, health, safety and educational mobility for individuals and communities.

Strengthen existing alliances while building new collaborations to increase our impact on the progress of people and places.

Develop leadership and the capacity of partners to advance our work together

Drive local, regional, and national policy and system changes that foster broadly shared prosperity and well-being.

Over the last 40 years, LISC and its affiliates have invested approximately \$20 billion in businesses, affordable housing, health, educational mobility, community and recreational facilities, public safety, employment and other projects that help to revitalize and stabilize underinvested communities. Headquartered in New York City, LISC's reach spans the country from East coast to West coast in 32 markets with offices extending from Buffalo to San Francisco. Visit us at www.lisc.org.

ABOUT THE INFORMATION TECHNOLOGY DEPARTMENT:

The Information Technology (IT) Department manages and maintains all technology systems for ~400 staff dispersed across 35 offices, responsible for:

Governance: Strategic practices for the operational parameters of IT systems, project management and security;

Functionality: Creating and maintaining operational applications; developing, securing, and storing electronic data;

Infrastructure: Purchase and management of hardware components, network, circuitry and equipment; office moves; and

Service: Supporting use of hardware, software and data management for all functional areas of the organization

ABOUT THE POSITION:

LISC is seeking a team-oriented, well-rounded, pro-active individual to join a small Client Services team in providing amiable and efficient first and second level support to staff in a variety of technical areas. The Client Services team maintains the help desk and handles support and service requests; manages application accounts; provides all hardware and software inventory, provisioning and configuration; supports meeting room technology and staff needs, and provides training, support and trouble-shooting for all productivity applications, email and file systems.

A successful candidate will work with external and internal resources, ask pertinent questions, perceive the user's objective, and quickly pinpoint accurate solutions. Support is conducted using remote control software, phone, email and in person. Verbal abilities, both spoken and written, are essential. Ability to multi task and work several technical matters at once is mandatory.

RESPONSIBILITIES:

This is an internal customer support position with an emphasis on guiding users to more effective understanding and use of productivity and business applications. Primary duties include internal customer support, documentation, and technical support, ticket routing and troubleshooting.

The position will utilize the ticketing system to gather and analyze information about a users' issues, and must understand what the user is trying to accomplish in order determine the best method of resolution, which may include escalation to other Information Technology teams or working with outside vendors as needed.

The position addresses computer and other user device support with the goal of keeping users functional and able to perform their duties. The Technology Support Specialist researches and implements fixes for new issues and/or escalates to other staff if it is out of their skill set or ability to solve.

The position is responsible for creating, updating and maintaining training material for all LISC staff. This includes materials needed for documenting in-house policies and procedures and materials used in the training of all LISC staff.

The position is also responsible for creating, documenting and providing training on in-house applications and OOB applications and technologies.

- Help desk ticket routing, resolution and escalation
- Properly identify and resolve incoming help desk requests
- Quickly escalate unresolved issues or requests requiring specialized response and record actions taken
- Describe, annotate and properly document support procedures
- Create and maintain user training, solutions and procedures manuals and documentation
- Configure and set up Macs, PC's and mobile devices to work within LISC's infrastructure
- Manage, support, and troubleshoot network print queues and network attached devices
- Clean and repair computer hardware including printers, computers and mobile devices
- Keep abreast of technology trends and best practices in software applications and hardware in order to propose improvements and technology advancements
- Document and report on critical company-wide issues to management
- Contribute to staff orientation on using LISC equipment, productivity software and WebEx video conferencing
- Contribute to creating staff training materials on productivity applications
- Implement, support, maintain and deploy necessary updates, patches and fixes
- Occasional night and weekend work may be required, sometimes on short notice

QUALIFICATIONS:

- Associate's degree from an accredited college or university is required
- 5 to 7 years' work-related experience
- Expertise in Microsoft products (Windows Server OS, Windows 7 & 10, MS Teams, Office productivity apps, Azure and InTune)
- Proficiency in help desk ticketing systems
- Proficiency in cloud-based technologies (Box, WebEx, MS Teams and others)
- Solid understanding of business processes
- Excellent documentation, communication, customer service, presentation, training, problem solving, communication and computer skills
- Must be able to work flexible hours

MINIMUM KNOWLEDGE, SKILLS AND ABILITIES REQUIRED:

- Highly motivated, highly skilled, quality minded, and detail-oriented
- Excellent understanding of network and computer systems, including printers, network scanners, peripherals, mobile devices and emerging technologies
- Ability to work on several technical matters at once
- Be able to move, lift and rearrange heavy equipment (computers, printers, etc.) up to 40lbs
- Proven and working experience in providing a wide variety of technical and user support

Compensation

LISC offers a competitive salary and excellent benefits.

To apply, please send cover letter and resume via email to:

Michael Torres

Director of IT Client Services

mtorres@lisc.org

**LISC IS AN EQUAL OPPORTUNITY EMPLOYER
COMMITTED TO DIVERSITY AND INCLUSION**