



Local Initiatives Support Corporation Position Description

Position Title: Information Technology Support Specialist
Reports To: Director of IT Client Services
Job Classification: Non-Exempt / Full Time
Location: LISC Headquarters Office, New York, NY

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

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

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.

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

Over the last 38 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. These investments have leveraged more than \$50 billion in development activity and helped families and communities raise their standards of living. LISC investments impact the lives of nearly 7 million Americans.

Headquartered in New York City, LISC's invests in every state in the country with offices in 31 urban markets from Buffalo to San Francisco. Our rural programs make an impact in 44 states, and are supported by LISC's talented and dedicated workforce. Visit us at www.lisc.org

ABOUT THE 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 necessary.

RESPONSIBILITIES:

Primary duties include ticket routing, support and troubleshooting— such as username and password problems, account management, software uninstalling/reinstalling, verification of proper set up, printer configurations, break/fix instructions, software menu navigation, user education—to achieve issue resolution.

The help desk gathers and analyzes information about users' issues, and support technicians must understand what the user is trying to accomplish in order determine the best method of resolution, which may include escalation to IT applications support or working with outside vendors as needed.

The position addresses primary desktop, laptop, 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.

- Help desk ticket routing, resolution and escalation
- Properly identify and resolve incoming help desk requests
- Quickly escalate unresolved issues or requests requiring specialized response

- Record actions taken for support each
- Describe, annotate and properly document support procedures
- Create and maintain a library of help desk solutions and procedures

- 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, all internal workstation hardware and laptop hardware and mobile devices

- Keep abreast of technology trends and best practices in software applications in order to propose improvements and technology advancements

Other responsibilities and duties as may be assigned, including but not limited to:

- Document issues and report on them to management
- Contribute to staff orientation on using LISC equipment, productivity software and WebEx video conferencing
- Contribute to creating staff training materials on productivity application use
- Implement, support, maintain and deploy necessary updates, patches and fixes
- Occasional night and weekend work is required, sometimes on short notice

QUALIFICATIONS:

- Associate's degree from an accredited college or university required
- 2 to 5 years' work related experience
- Expertise in Microsoft operating systems including but not limited to Windows Server OS, Windows 7, Windows 10, Microsoft Office 2013 & 2016.
- Experience with Box, Outlook 365, Office 365, WebEx
- Proficiency in help desk ticketing systems
- Proficiency in cloud based technologies
- Solid understanding of business processes
- Excellent documentation, communication and presentation skills

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.) between 25 – 30lbs
- Proven working experience in providing a wide variety of technical and user support
- Must have excellent problem solving, customer service and computer skills
- Experience in writing training manuals and running training workshops is preferred

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**