



IT Associate – Helpdesk Support

Vital Strategies

Vital Strategies, headquartered in New York City, is an international public health organization. Our programs strengthen public health systems and address the world's leading causes of illness, injury and death. We currently work in 73 countries, supporting data-driven decision making in government, advancing evidence-based public health policies and mounting strategic communication campaigns. Vital Strategies' priorities are driven by the greatest potential to improve and save lives. They include non-communicable disease prevention, cardiovascular health promotion, tobacco control, road safety, obesity prevention, epidemic prevention, environmental health, vital statistics systems building and Multi-drug resistant tuberculosis treatment research. Our programs are concentrated in low- and middle-income countries and cities in Africa, Latin America, Asia and the Pacific. Please visit our website at www.vitalstrategies.org to find out more about our work.

The Position

The IT Associate (Helpdesk Support) is responsible for supporting the daily IT operations of Vital Strategies, ranging from telephony to computer hardware to software, and thus has a direct impact on the productivity of colleagues. S/he will offer the first tier of technical support for global staff, ensuring timely resolution to technical issues with a focus on customer service.

Specific Duties

- Provide around-the-clock, first tier of technical support to the organization, offering timely, courteous service to fellow colleagues. Troubleshoot laptops, phones, printers, mobile devices, and their associated software and peripherals, escalating as necessary.
- Document common technical support issues with resolution, proactively identifying recurring issue areas and implementing solutions. Document standard business processes.
- Manage incoming and outgoing of personnel, as pertaining to IT requirements. Manage and administer user accounts in various systems.
- Assist fellow IT colleagues with various projects.

Qualities and Qualifications

- 1-3 years in a technical support role
- Expertise in Microsoft operating systems and applications: 7, 10, Active Directory, Office 2013, 2016, Office 365. Expertise supporting Mac OS 10.11+ and troubleshooting desk and smart phones: Polycom, Android, iPhone.
- Experience configuring and supporting peripherals: docking stations, monitors, printers, etc.
- Experience configuring and supporting enterprise software: antivirus, productivity, communications, etc.
- Understanding of TCP/IP and general networking.

- Ability to problem solve. Excellent judgement and decision making. Ability to work independently and with a team. Ability to multi-task and re-prioritize on an ongoing basis.
- Strong reasoning and excellent written and verbal communication skills. Ability to rapidly and independently learn new technologies.
- Microsoft and other technical certifications desired.
- Experience supporting audio-video equipment a plus.
- Familiarity with scripting (VBScript, PowerShell), Zoom, Smartsheets, Box, Group Policy, WSUS, WDS, Lenovo products, networking configuration and protocols, Adobe suite, Zendesk a plus.
- Associates degree or further education in a technical field desired.

How to Apply

Please send CV and a cover letter, including your salary requirements to hr@vitalstrategies.org indicating the position applied for in the subject line. Closing date for applications is **February 25th, 2019**. Only shortlisted candidates will be contacted.

Vital Strategies offers competitive compensation for full-time employees and pro-rata for part-time employees based on prior experience and qualifications as well as comprehensive benefits in order to best support our people. Benefits we offer include: health, dental and vision insurance where Vital Strategies pays generously towards the cost of these benefits for employees and their families/domestic partners; 15 paid vacation days (rising to 20 paid vacation days from fourth year of service and 25 from seventh year onwards), 13 paid federal holidays and paid days off between the Christmas and New Year's holidays; paid sick days; retirement savings plan; commuter benefits; and basic life and personal accident insurance.