Desktop/Technical Support Administrator

Vital Strategies

Vital Strategies (VS), based in New York City, is an international public health organization. We develop and oversee programs to strengthen public health systems and address leading causes of morbidity and mortality, providing expertise in project implementation and management, strategic communications, epidemiology and surveillance, and other core public health capacities. Our specific programs include road safety, obesity prevention, tobacco control, and activities to strengthen public health data systems and the use of public health data to guide policy and decision-making. Activities are based 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

Vital Strategies is seeking qualified candidates for the position of Desktop/Technical Support Administrator. This is a full-time position based in New York City. Applicants must possess a valid work permit to work in New York City.

The Desktop/Technical Support role will provide a single point of contact for end users to receive support and maintenance within the organization's desktop computing environment. This includes installing, diagnosing, repairing, maintaining, and upgrading all hardware and equipment (including but not limited to Laptop, PC, terminals, printers and scanners) to ensure optimal workstation performance. The person will also troubleshoot problem areas (in person, by telephone, or via remote access) in a timely and accurate fashion, and provide end-user assistance where required.

Specific Duties:

System/Application/Network Support

- Install, upgrade, support and troubleshoot Enterprise Applications hosted on Windows Server or on Cloud environment.
- Ensure desktop computers interconnect seamlessly with diverse systems including associated validation systems, file servers, email servers, application servers, and administrative systems
- Diagnose and quickly resolve a wide range of Windows applications and networking problems to help minimize downtime
- Troubleshooting network connectivity in a LAN/WAN environment
- Support MS office Word, Outlook, PowerPoint and Excel.
- Document technical support of resolutions, processes, and procedures
- Request and coordinate vendor support
- Develop trends by monitoring and analyzing incoming calls, problems and support requests Desktop Support
- Install, upgrade, support and troubleshoot Windows 7/10, Mac and Microsoft Office 365 and any other authorized desktop applications
- Install, upgrade, support and troubleshoot for printers, computer hardware and any other authorized peripheral equipment. Configure network settings, call in repair order for printer
- Solid knowledge of building and maintaining corporate desktop/laptop images required
- Return defective equipment/parts to maintenance inventory, document customer repairs, maintains and restock assigned parts inventory to insure proper spare parts levels

- Responsible for monitoring, operating, managing, troubleshooting and restoring to service any terminal service client, personal computers (PC) or notebooks that has authorized access to the network
- Provide user data and application recovery
- Email and User account administration, i.e., account creation and management and distribution lists on O365 and password resets on Active Directory
- Use diagnostic tools to troubleshoot problems associated with network connectivity, and workstation hardware/software
- Use tools and methodologies to load, copy and customize operating system configurations for deployment
- Responsible for tracking hardware and software inventory
- Work with vendor support contacts to resolve technical issues within the desktop environment
- Escalate issues and involve experts wherever required to resolve issues as quickly as possible
- Maintain I.T. records and tracking for area of responsibility
- Develop sound understanding of IT operations and related applications and IT systems as well as business related processes and procedures
- Develop technical knowledge of each system within company profile and specialized knowledge of certain nominated areas
- Maintain adequate knowledge of operating systems and application software used to provide a high level of support
- Maintain and consistently demonstrate a general knowledge of company guidelines, processes, practices and procedures.
- Working knowledge of VMware virtualization is a plus.
- Solid understanding of Terminal Services and thin client computing required.
- Solid understanding of VPN, remote access, wireless routers, mobile devices and firewalls required.
- Understanding of Internet technologies, including encryption, SSL, Browsers, firewalls, and proxies required.

Qualifications and skill set:

- College diploma or university degree in the field of computer science and/or 5 years equivalent work experience.
- Industry certifications preferred, this can include A+, N+ and/or MSCE/MCTS/MCITP
- Excellent technical knowledge of PCs, Mac and desktop hardware.
- Working technical knowledge of current protocols, operating systems and standards.
- Ability to operate tools, components and peripheral accessories.
- Software and Hardware Troubleshooting
- Windows 7/10, Windows 2008/2012 experience
- Routers, switches and firewall experience
- Microsoft Office 0365 support
- Solid understanding of TCP/IP, DNS, WINS, DHCP and Windows networking fundamentals required. Working knowledge of AD, Azure AD and remote control tools
- Knowledge of all software applications used within the organization.
- Self-confidence and interpersonal skills
- Analytical and problem solving skills
- Planning and organizing skills

- Good administration management skills
- Able to operate effectively in a team environment with both technical and non- technical team members
- Ability to operate with minimal supervision
- Ability to manage time effectively, set priorities appropriately, schedule calls
- Ability to maintain professional demeanor under stress
- Ability to operate within customer standard operating procedures

How to apply:

Please send CV and a cover letter, including salary expectations, to hr@vitalstrategies.org indicating the position applied for in the subject line.

Closing date for applications: **August 31st 2017**. Only shortlisted candidates will be contacted.

Vital Strategies offers competitive compensation 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 partner; 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.