

For over 75 years, Episcopal Relief & Development has been working together with supporters and partners for lasting change around the world. Each year the organization facilitates healthier, more fulfilling lives for more than 3 million people struggling with hunger, poverty, disaster and disease. Inspired by Jesus' words in Matthew 25, Episcopal Relief & Development leverages the expertise and resources of Anglican and other partners to deliver measurable and sustainable change in three signature program areas: Women, Children and Climate.

IT Support Associate

Reporting to the Manager of IT, the IT Support Associate is primarily responsible for providing help desk support to the Episcopal Relief & Development workforce.

As IT Support Associate you will:

- Monitor help desk queue and quickly respond to tickets via Samanage
- Track inventory for all hardware and software
- Troubleshoot, test, repair, install and provide maintenance on computer and peripheral equipment on site and remotely
- Prepare, configure and deploy new, replacement or upgraded computer hardware, peripheral hardware, software, phones, network equipment and cables
- Create and maintain user accounts, shared resources and permissions within network
- Assist in training staff with hardware and software use
- Escalate user incidents to vendors (T-Mobile, Box, Google, Zoom, Apple)
- Review network, security, and asset logs daily
- Perform periodic updates of operating systems and applications on staff computers
- Administer user account permissions
- Regularly inspect for improper usage and Malware
- Assist staff with audio and video equipment for meetings and conferences
- Provide back-up coverage for IT manager
- Performs other duties as assigned

You Are:

- An exceptional communicator, you are adept at communicating with non-technical users
- Detail-oriented and work well under pressure
- Analytical, well organized and meticulous in your work
- Self-sufficient with the ability to diagnose issues, identify root causes, and implement effective solutions

You Have:

- An Associate's or Bachelor's Degree in Computer Science or related field
- 2-3 years hands-on IT help desk experience
- Strong working knowledge of Windows 7 & 10, Mac OS, and Microsoft Office Products, familiarity with cloud services such as Google Apps for Work, Box
- Experience resolving internet, network, mobile and telephone connectivity
- Proficiency with handling virus and malware removal
- Familiarity with hardware troubleshooting, active directory, file sharing, mobile and peripheral office equipment
- The ability to diagnose and resolve onsite and remote device related problems
- A demonstrated positive, professional attitude to technical challenges
- Strong interpersonal skills

How To Apply:

Email resume and cover letter to careers@episcopalrelief.org with the subject line "IT Support Associate." For more information, visit our website at www.episcopalrelief.org.

* Generous benefit package offered.



Episcopal
Relief & Development

Working Together for Lasting Change

** Episcopal Relief & Development provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability, sexual orientation or any other legally protected status.*

Episcopal Relief & Development offers reasonable accommodations in the hiring and employment process for individuals with disabilities. If you need assistance in the application or hiring process to accommodate a disability, you may request an accommodation at any time.