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.

Information Technology Support Specialist (New York, NY)

The Information Technology (IT) Support Specialist provides exceptional, timely technical assistance and support to internal end users on the organization's computer systems, telecommunications and peripheral hardware, and assists with various technical projects in support of Episcopal Relief & Development's core values and strategic goals.

As IT Support Specialist, you will:

- 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, Asana)
- 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 via cloud systems
- Assist staff with audio and video equipment for meetings and conferences
- Provide back-up coverage for the Senior Manager, Information Technology
- Assist with short and long term IT projects

You Are:

- An exceptional communicator with strong interpersonal skills who is adept at communicating with non-technical users
- Analytical, detail-oriented, well organized and meticulous in your work
- Able to work well under pressure and demonstrate a positive attitude to technical challenges
- Self-sufficient with the ability to diagnose issues, identify root causes and implement effective solutions
- Sensitive to diversity in all its forms and able to relate to people of different backgrounds and across all levels of the organization
- Accessible and able to work from the NY office, but also comfortable with and willing to work independently in a remote-work environment
- Comfortable working in a faith-based environment

You Have:

- A shared commitment to Episcopal Relief & Development's mission and values
- An Associate's or Bachelor's Degree in Information Systems or related field and/or equivalent experience
- Four (4) to five (5) years of hands-on IT help desk experience
- Experience with Mobile Device Management (MDM), diagnosing and resolving onsite and remote device related problems as well as resolving internet, network, mobile and telephone connectivity
- Experience with Zapier and similar app integrations a plus
- Strong working knowledge of Mac OS, Windows 10 and Microsoft Office Products, familiarity with cloud services such as Google Apps for Work, Box, Okta MFA and SSO
- Proficiency in handling virus and malware removal
- Familiarity with hardware troubleshooting, active directory, file sharing, mobile and peripheral office equipment

How to Apply:

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

* Competitive salary and generous benefits package offered.

Episcopal Relief & Development is committed to creating a diverse environment and is proud to be an equal opportunity employer (EEO). All qualified applicants will receive consideration for employment without regard to race, color, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age, veteran status 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 accommodation at any time.