

Hudson River Housing, Inc.
Position Description

Position: IT Support Technician – Full-Time

FLSA Category (Check one): Exempt Non- Exempt

Primary Site Assigned to: Various sites throughout the agency

Immediate Supervisor: IT Manager

General Description:

This position requires an individual with strong customer service skills to assist end users in their day to day functions and evolve for and with this position in an ever expanding and constantly changing environment. Strong verbal and written communication skills are a must. The candidate must demonstrate strong troubleshooting skills, be detail oriented, highly motivated, able to work independently as well as part of the team.

This is a full time position and will work primarily Monday through Friday. There may be the need for some flexibility to the work schedule as business necessitates.

Job Requirements

- Strong working knowledge of TCP/IP and networking
- Microsoft Server/Desktops/Office
- AD, Group Policy, PowerShell, Windows 10, etc.
- Installs, configures, maintains, and troubleshoots - desktops, servers, printers, routers, switches, WAPs, VOIP, PBX's, VPN's and peripherals throughout the organization.
- Maintaining inventory and documentation
- Assists the Manager of IT in the design, implementation, and testing of large scale projects which may result in working after traditional business hours or on weekends.
- Basic understanding of cabling and determination or a willingness to learn.
- Staying current with market trends and emerging technology to better recommend solutions that drive the business forward.
- Ability to educate users in a clear, concise, and effective manner.

Qualifications:

- Education/ Training: 1-2 years of experience (school or certification such as cisco, comptia, or MS will be considered in lieu of hands on experience)
- Valid NY State driver's license
- Reliable transportation
- Ability to lift 50 lbs
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Salary/Benefits:

- Salary, commensurate with experience
- Vacation time, personal time, sick time and paid holidays.
- Medical and Dental benefits
- Life Insurance
- 401k Retirement Savings with employer match

Hudson River Housing is dedicated to maintaining a work environment that is free from harassment and discrimination on the basis of age, race, creed, color, national origin (including ancestry), religion, gender or sex, gender identity or expression, sexual orientation, pregnancy (including childbirth and related medical conditions), alienage or citizenship status (unless required by law), disability, reproductive health decision making (including, but not limited to, the decision to use or access a particular drug, device, or medical service), marital status, partnership status, caregiver status, domestic violence victim status, familial status, military status, unemployment status, genetic information (including genetic characteristics), or any other protected status under federal, state, or local laws. Hudson River Housing is dedicated to the fulfillment of this policy with respect to all aspects of employment, including, but not limited to, recruiting, hiring, placement, transfer, training, promotion, compensation, termination, and all other terms, conditions, and privileges of employment.

Employee Signature: _____ Date: _____

Please send resume with cover letter to Daniel Bradford, IT Manager at dbradford@hudsonriverhousing.org or Janice Del Castello, Human Resource Manager at jdelcastello@hudsonriverhousing.org

No phone calls please