JOB ANNOUNCEMENT

Hamilton-Madison House is seeking a full-time Information Technology Specialist (IT Specialist), who will be responsible for providing support for the agency’s technology infrastructure. The IT Specialist will learn to support the following: LAN; WAN, Data Servers; Email System; Antivirus system; Backup systems; Hardware; Software; and provide user support. The IT Specialist will interact with staff at all levels and at all site locations. Externally, this position may interface with IT contacts, technical contractors, and vendors that provide technology resources and support to Hamilton-Madison House. The position reports to the IT Director. This is a grant funded position.

Minimum Qualifications:
- Associate Degree in Computer Science or related field; relevant work experience a plus
- General understanding of the following concepts: TCP/IP, DNS, DHCP, WINS, AD, IIS, SMTP, POP3, FTP
- Knowledge of Windows Server and VMware a plus
- Excellent interpersonal skills
- Bilingual English/Asian Language required

Responsibilities:
- Support the agency’s WAN and LAN systems including VMware
- Support network servers, workstations and laptops
- Support network security and user access
- Support backup and antivirus systems
- Install workstations and peripherals like printers, routers and switches
- Install and troubleshoot network cables and physical infrastructure
- Configure hardware and software to agency’s needs and standards
- Troubleshoot hardware and software issues
- Support VoIP telephone technology in agency
- Provide general support to staff regarding generic software and internet access
- Lift and move IT equipment up to 25lbs., when necessary
- Teach weekly computer class to non-English speaking older adults

Compensation: Commensurate with qualifications and experience
Hours: Monday to Friday, 35 hours per week
To Apply: Submit cover letter and resume to:
Fax: 212-349-2793
Email: hrdept@hmhonline.org

Posting date: March 17, 2022 Application Deadline: Until filled

Hamilton-Madison House is an Equal Opportunity Employer