

## Helen Keller International JOB ANNOUNCEMENT

### Information Systems Support Officer (New York, NY)

Guided by the remarkable legacy of its co-founder, Helen Keller, Helen Keller Intl partners with communities striving to overcome longstanding cycles of poverty. By delivering the essential building blocks of good health, sound nutrition and clear vision, we help millions of people create lasting change in their own lives. Working in more than 20 countries – across Africa, Asia, Europe and the United States – and together with a global community of supporters, we are ensuring every person has the opportunity – as Helen did – to reach their true potential.

Helen Keller is seeking an Information Systems (IS) Support Officer to support and maintain in-house servers, desktops, and peripherals and to provide support to end users.

#### Scope of the Position

The IS Officer will install, diagnose, repair, maintain, and upgrade all IS devices and network hardware while ensuring optimal workstation performance. The person will also troubleshoot problem areas in a timely and accurate fashion and provide end-user training and assistance where required. In addition, the person will manage staff accounts in Active Directory, Exchange and Microsoft 365.

Reporting directly to the Global IS Manager, the Officer will primarily support users in the US, but also around the world, and will collaborate with field based IS staff on special projects. The ideal candidate will provide exceptional customer service, perform user administrative responsibilities efficiently, demonstrate excellent problem-solving skills and a solid knowledge of IT solutions. This full-time position requires at least three days per week onsite at Helen Keller's New York City location.

#### Responsibilities

##### Networking and Infrastructure Support

- Monitor servers, switches, routers and other on-premises infrastructure components. Review logs/reports and perform visual checks, perform basic maintenance, update and testing tasks. Identify and perform maintenance and troubleshooting tasks to ensure the optimal health of the servers.
- Monitor the performance of the office internet connection, ethernet cable network and wireless routers. Review logs/reports and periodically test the connections. Initiate and follow-through with ISP support tickets, as necessary.
- Accurately document network and infrastructure upgrades and problem resolutions.

##### Personal Computers (Laptops) and Peripherals

- Maintain the inventory of all computers, printers and scanners in the database of record, together with Operations staff, ensuring that data is accurate.
- Manage the supply of monitors, keyboards, mice, cables, adapters, headsets, cameras and other peripheral equipment. Ensure that an adequate supply of these items is always available, and that obsolete items are disposed of in accordance with organization policy.

- Assist in the procurement of PCs. Initiate orders, receive PCs and add them to the inventory. Assist in the shipment of PCs to end users.
- Set-up and configure PCs: install standard software applications and configure OneDrive for Business and/or SharePoint document storage. Identify special user needs for the PC and install or configure these when necessary.
- Receive PCs from departing staff and perform standard cleaning and readiness tasks.
- Ensure offices and workspaces are ready for staff to use, supporting the office's hybrid work environment. Respond to staff requests for equipment and peripherals for their remote work settings.

#### User / Desktop Support

- Provide user desktop support for US-based staff. Act as a primary/first contact for support requests via calls, texts, and/or email. Engage with staff in a timely manner and diagnose hardware or software issues, or the need for user guidance/support. Elevate complex issues to other global IS staff when necessary.
- Respond quickly to staff requests for administrator-level tasks on their PCs, such as application or device installation.
- Engage with staff in a timely and supportive manner to provide guidance on hardware, software and networking use. Take advantage of all opportunities to elevate staff computing skills, and connect them with available learning resources.
- Schedule and perform periodic checks of the PCs for all US-based staff, completing a checklist of tasks and tests for each PC. Respond to any hardware, software or user guidance issues that are identified.
- Accurately document instances of desktop support, for purposes of analyzing the desktop support requests that are received.

#### Accounts and Permissions

- Create user accounts for new staff. Assign software licenses based on the staff person's role and unique needs and coordinate the application of role assignments with other systems administrators.
- Assign staff to Active Directory (AD) groups and Microsoft 365 groups based on their location and role. Monitor staff changes and departures to update each staff person's AD group membership. Periodically review AD and Microsoft 365 membership reports to identify missing or out-of-date information.
- Manage staff accounts and the disposition of their data following staff departures. Disable access in a timely manner based on the guidance received. Unassign or modify licenses. Ensure OneDrive for Business data is fully backed-up.

#### SharePoint and Teams Management

- Create SharePoint and Team sites, as needed, and configure the basic security, sharing and home page details. Work with the KellerNet Management Team to coordinate the SharePoint-level configuration and integration of the intranet.
- Periodically review SharePoint and Team site usage. Disable/archive unused sites.
- Actively monitor and respond to permissions requests for existing SharePoint sites.

#### Other Projects

- Provide AV and Zoom/Teams support for large meetings.
- Take on special projects and assignments, as requested.
- If necessary, liaise with third-party support and PC equipment vendors.
- Additional tasks related to Intune management, updating of the SharePoint Intranet and Power BI reporting, depending on available time and skill set.

#### **Required Skills/Abilities**

- Excellent technical knowledge of network and PC hardware combined with solid PC hardware/software support experience.

- Working technical knowledge of current network protocols, operating systems, and standards, including Windows/Office software (preferably Windows 10/Office 2016).
- Knowledge of business email systems (Microsoft Exchange required).
- Ability to operate tools, components, and peripheral accessories.
- Able to read and understand technical manuals, procedural documentation, and OEM guides.
- Strong written and oral communication skills including ability to present ideas in user-friendly language.
- Exceptional customer-service orientation.
- Self-motivated and directed.
- Keen attention to detail with strong analytical and problem-solving abilities.
- Ability to effectively prioritize and execute tasks in a high-pressure environment.
- Collaborative, flexible and solution-oriented.
- Strong interpersonal skills and experience working effectively in teams and cross-cultural settings.
- Demonstrable respect for all persons regardless of religion, ethnicity, class or gender, with a high comfort level working in a diverse environment with a demonstrated commitment to high professional ethical standards.
- Helen Keller Intl requires all staff to be fully vaccinated against COVID-19, whether or not they have had COVID.
- For the time being, Helen Keller also requires all staff to wear masks while providing program services and when in any open or public space in the office and to observe social distancing.
- Ability and willingness to flex work hours to accommodate multiple time zones. Core work hours are expected to follow Eastern Standard Time (US).

## **Education and Experience**

- Bachelor's degree in the field of computer science plus 5 years systems support work experience, or equivalent combination of skills and experience.
- Microsoft certification (e.g., Microsoft 365 Certified: Fundamentals) and A+ Certification required.

## **To Apply:**

Qualified candidates should submit a cover letter and resume to [hki.recruitment@hki.org](mailto:hki.recruitment@hki.org)  
Applications will be accepted until the position is filled.

**In the spirit of our founder and namesake, Helen Keller is dedicated to building an inclusive workforce where diversity in all its forms is fully valued.**

*We are an Equal Opportunity Employer where all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, age, sexual orientation, gender identity, genetic information, disability, or protected veteran status.*

*We are committed to providing reasonable accommodation to individuals with disabilities. If you are a qualified individual with a disability and need to request an accommodation during the application or interview process, please contact us at the email above or call: +1 646-356-1789.*