



Position: IT Desktop Support (Admin)
Location: New York, NY (Some Travel Required)
Reports to: Director, IT
Hours: 24 hours/week

About Jericho Project

Jericho Project is a nationally-acclaimed nonprofit ending homelessness at its roots by enabling homeless individuals and families to attain quality housing, employment and mental and physical health services. The 36-year-old nonprofit serves over 2,500 individuals, including 700 veterans, annually. Jericho has been a key partner in New York City's initiative to end veterans' homelessness, and is leading bold, innovative strategies to do the same for families and young adults.

Our programs touch four cornerstones of a person's life: housing, employment, wellness and family stability. We create a culture of "moving on" through a foundation of housing and supportive services provided by expert program specialists and case managers.

We have over 400 units of supportive housing including 8 residences in the Bronx and Harlem, as well as scatter-site apartments throughout NYC.

About The Position

Jericho is looking for an experienced and eager to learn IT Desktop support. The individual in this role will work closely with our IT Director, assisting with the maintenance, analysis, troubleshooting, and repairing of Jericho's computer system.

Responsibilities:

- Writing and organizing documentation of departmental technical procedures and information architecture.
- Updating computer physical Inventory.
- Receive, log and assist over 150 users with trouble call related issues.
- Provide power user level software support, including but not limited to, MS Office, and Adobe applications.
- Research and troubleshoot unfamiliar errors using online knowledge base and other resources to effectively identify and resolve problems.
- Occasionally research and document new technologies to support ongoing projects.
- Other duties as assigned.

Please Note: The position requires some travel between Jericho's sites, located both in Manhattan and Bronx.

Requirements:

- Strong MS Office 2010/Office 365 (i.e., Word, Excel, Outlook, PowerPoint, OneNote and Access).
- Have received training on Windows operating systems-Windows Server, Windows 7, and Windows 10.
- Working knowledge of IP phone and NVR/DVR Camera Security System..
- Strong working knowledge of PC hardware, Ethernet networking infrastructure & IP.
- Some knowledge of Networking Concepts, DNS, DHCP, IP.
- Comfortable in Laser Printers and MFP/Copier Machines configuration and setup.
- Proficiency in any combination of the following is a plus: MS Office, Internet security, mobile platforms such as iOS and Android.
- Knowledge of diagnostic technical issues, updating business applications

Compensation:

Salary is commensurate with experience. Jericho Project offers a comprehensive benefits package.

How to Apply:

Interested applicants must submit a resume and cover letter with salary requirements to:

Human Resources Department
Jericho Project
Job Code: **IT Desktop Support**
245 W. 29th Street, Suite 902
New York, NY 10001
Fax 646.624.2301
careers@jerichoproject.org

No Phone Calls Please.

Jericho Project is an equal opportunity employer that does not discriminate in its hiring practices and, in order to build the strongest possible workforce, actively seeks a diverse applicant pool.
www.jerichoproject.org