



**Position:** Technology Support Assistant  
**Location:** New York, NY  
**Reports to:** Director of Information Technology  
**Hours:** Full-time, 40 hours per week (some evenings/weekends)

---

### **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 550 units of supportive housing including 9 residences in the Bronx, Harlem, and Astoria, as well as scatter-site apartments throughout NYC.

---

### **About the Position**

The Technology Support Assistant will work under the IT Director to provide Level 1 technical support to Jericho Project staff. This assistance includes updating helpdesk tickets for computer hardware, telephones, copier and cameras systems; maintaining software/hardware; coordinating meetings and other tasks as assigned. This work is carried out in support of the mission and goals of Jericho Project.

### **Responsibilities:**

- Answering the help desk phone and email and providing level 1 onsite/remote assistance such as resetting passwords, mapping printers, installing applications, troubleshooting peripherals, and basic navigation of the computer System.
- Maintain and troubleshoot landline telephone system including cell phone and tablets.
- Helping maintain camera security system/DVR, including review, playback, and downloading as needed.
- Managing and updating helpdesk tickets in the Helpdesk System and escalating the tickets to Level 2 support.
- Assisting with user account management on all of Jericho's applications
- Provide administrative assistance to the IT department and IT Director such as scheduling meetings and ordering supplies.
- Immediately report any problems or unusual occurrences to supervisor.
- Carry out additional special projects/assignments as needed.

### **Requirements:**

- 2- Year Associate Degree and/or Computer Tech Certification requirement, Bachelor's degree in computer science or related field preferred.
- 1-2 years relevant work experience.
- Strong computer literacy in a Microsoft environment: Windows, Outlook, Word, Excel, MS Office365 including Sharepoint and OneDrive.
- Ability to work independently and collaboratively with minimal supervision.
- Strong Customer Service.
- Possesses good organizational skills.
- Excellent written and oral communication skills.

**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: **Technology Support Assistant- Admin**  
245 W. 29<sup>th</sup> 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](http://www.jerichoproject.org)*