

Job Title: End User Support Specialist
Department: IT
Supervisor: Director of IT Operations
Supervises: N/A
Type: Full Time, Exempt
Location: Fairfield, CT (remote work from home is anticipated as well until our Fairfield, CT office fully re-opens)
Date: 5/19/2021

Overview/Job Description

The End-user Support Specialist's role is to provide quick diagnosis and resolution of end-users' technical problems. This includes installing, diagnosing, repairing, and maintaining all PC hardware and software to ensure optimal performance of the desktop/laptop environment. The person will assist the end-user in resolving technical problems including printing, phone (office & mobile), network connectivity, malware, and assistance with Microsoft Office 365. This position requires: the ability to prioritize and handle multiple issues simultaneously; excellent customer service skills; ability to troubleshoot technical issues using remote control tools over the phone; occasional work after normal office hours or on weekends, when required, to service infrastructure that cannot be serviced during normal office hours. The position is homed in our Fairfield, CT office but may require periodic visits to our Long Island office to support users and systems there.

Essential Functions

- Assess incoming support tickets and route them to the appropriate work queue utilizing our helpdesk software.
- Prioritize and act on end-user support tickets, keeping each updated with current status.
- Troubleshoot PC technical issues until resolved or escalate to team for additional assistance.
- Prepare statistical reports using the helpdesk software to track problem resolution versus internal SLA's
- Make suggestions for infrastructure, PC improvements or end-user education to reduce recurrence of issues.
- Perform PC deployments and replacements, as necessary.
- Maintain inventory of PCs and peripherals for use as spares and or replacements.
- Maintain inventory of toner and other supplies.
- Interface with various vendors to resolve end-user or company issues.
- Perform light office infrastructure work such as running wires and setting up technology in cubicles.
- Work on non-end user projects as time and skills allow.

Required Skills and Qualifications

- Top notch organizational, client services and interpersonal skills
- Clear and effective written and verbal communication skills
- A strong and proven ability to prioritize and manage multiple end-user and systems issues at once
- Strong analytical skills and the ability to solve problems independently in the context of PC and end-user support
- Demonstrated knowledge of Microsoft Windows 10 and Office 365 in a corporate environment
- Demonstrated knowledge of Microsoft Server 2016+, user administration, permissions, file-share and printer queue management in an active directory environment
- Clear understanding of networking concepts and troubleshooting techniques
- Ability to lift and move up to 40lbs in performing daily duties for setup of technical resources in the office.

The ideal candidate would also have (although not required):

- Certifications in IT Helpdesk, end-user support or related discipline
- Experience with Group Policy Objects management in Windows Active Directory
- Microsoft Windows 10 image creation and maintenance using Windows Deployment Services
- Basic understanding of Linux administration commands
- Experience with Group Policy Management
- Experience with McAfee Endpoint Security and Adobe products



Work Experience Requirements

- 2+ years experience working with an IT helpdesk queue, managing, and closing tickets.
- 2+ years experience supporting end-users in a Microsoft Windows 10 / MS Active Directory environment.
- 2+ years experience with Microsoft Office 365
- Demonstrated knowledge of user account, file share, and printer administration on Windows Servers.
- Demonstrated knowledge of networking principles.

Education

- Associates degree or equivalent job experience desired
- Certifications in IT Helpdesk, end-user support or related discipline a plus

How to Apply

- Please send your resume, including cover letter, to careers@foundationsource.com and put End User Support specialist in the subject line.

Physical Demands and Work Environment

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the functions. While performing the duties of this position, the employee is regularly required to talk or hear. The employee frequently is required to use hands or fingers, handle or feel objects, tools, or controls. The employee is often required to stand; walk; sit; and reach with hands and arms. The employee must occasionally lift and/or move up to 40 pounds. Specific vision abilities required by this position include close vision, distance vision, and the ability to adjust focus. The noise level in the work environment is usually low to moderate.

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We work in concert with financial advisors, legal and accounting professionals, consultants, and family offices, as well as directly with individuals, families, and corporations to bring philanthropic visions to life. As we celebrate our 20th year of service, Foundation Source supports nearly 2,000 family, corporate, and professionally staffed foundations of all sizes and has enabled more than \$7 billion in charitable grants.

Note:

This job description in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments. All duties and responsibilities are essential functions and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities. To perform this job successfully, the incumbents will possess the skills, aptitudes, and abilities to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat or significant risk to the health or safety of themselves or others. The requirements listed in this document are the minimum levels of knowledge, skills, or abilities. This document does not create an employment contract, implied or otherwise, other than an "at will" relationship.

The company is an Equal Opportunity Employer, drug free workplace, and complies with ADA regulations as applicable.