POSITION DATA

JOB TITLE: Technical Support Analyst
DEPARTMENT: Information Technology
REPORTS TO: Sr. Manager of IT Support
CLASSIFICATION: Exempt
DATE: June 2022

POSITION OVERVIEW
The Technical Support Analyst will join the Help Desk in supporting operations of the organization's information technology infrastructure. This will include the management, administration, and monitoring of all business systems and aiding the organizational staff with technology needs. As well as Visitor Services, Retail, and Audio Guide operations.

ESSENTIAL FUNCTIONS
- Ensures the successful operation of the corporate helpdesk including incident management and reporting, adheres to service level agreements (SLAs), and interfacing with management across all levels, setting and fulfilling outstanding customer service expectations, timely communications, root-cause analysis, performance, and process improvement and frequent statistical performance monitoring and reporting.
- Must be proficient in systems & application use to include (not limited to) Microsoft 365 platform, Microsoft Office, Microsoft Visio, Microsoft Project, Mobile Device Management, Application packaging, Mac OS, iOS, Windows OS, Linux OS. Manage and maintain a positive security posture for software and OS versions across the enterprise, including monthly compliance reporting.
- Installs, configures, and manages Windows desktop workstations that include desktop and laptop computers.
- Supports and maintains a fleet of 100+ Apple iPod touches to deliver in museum audio guide and therefore requires the ability to work with mobile devices and mobe management system (Intune) and custom iOS application.

REQUIRED SUPPORT FOR ORGANIZATIONAL EVENTS
- Participate in the Annual 5K Fundraiser and September 11th Commemoration.
- Assist with other special projects and events in support of the 9/11 Memorial & Museum mission, as assigned.

QUALIFICATIONS/SKILLS REQUIREMENT
- Bachelor's degree in Computer Information Systems, Engineering, or a related field required.
- Knowledge and experience with mid to large-scale information systems and technologies.
- Experience with multiple network and desktop operating systems including Windows, LINUX, and Mac OS.
- Minimum 1 -2 years IT experience
- Proven ability to communicate technical information both verbally and in writing to technical, non-technical, and senior management staff.

- Background and/or understanding of Microsoft technologies including Microsoft Office 365, Active Directory, SQL Server, Group Policies, Windows Server 2012/2016, IIS, DHCP, WINS.

HOW TO APPLY
- Include job title in the email subject field.
- Please indicate the location where job posting was seen.
- Please submit a resume and cover letter to 911mmitjobs@911memorial.org.

PHYSICAL DEMANDS/WORK ENVIRONMENT
The physical demands and work environment described in this job description are representative of those that the employee will encounter and is expected to meet to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is required to see, be mobile, and have the ability for 2-way communication with the public and staff.

The work environments are an indoor, climate-controlled office environment comprised of cubicles, walled offices and group conference rooms, and an outdoor facility open to the public. The noise level in the office environment is usually low. Employee will be required to comply with organizational Health and Safety Plan. Minimal travel is required.

- This job description is a descriptive list of the responsibilities and qualifications associated with this position and is not intended to be all-inclusive. Employees are expected to also perform other business-related duties as assigned by the supervisor or other management.
- The organization reserves the right to change, modify, or reassign job responsibilities, duties, and scheduled work hours as per business needs.