POSITION DATA

JOB TITLE: Information Technology Analyst
DEPARTMENT: Information Technology
REPORTS TO: SVP Information Technology Infrastructure

POSITION OVERVIEW
The Information Technology Support Analyst must possess proven troubleshooting ability and an aptitude to see problems through to resolution. The incumbent must possess and demonstrate excellent customer service skills, and will provide software, hardware, network, mobile device, and OS support, as required. The IT Support Analyst must be accustomed to working with a sense of urgency in a busy office environment and communicate effectively with customers.

ESSENTIAL FUNCTIONS
- Provides software/hardware support to Memorial Museum staff, consultants and vendors.
- Supports standard office productivity platforms including Microsoft Office; Chrome/Edge/Firefox; Microsoft Windows 10; Mac OS/X variants
- Supports Microsoft cloud services including Office 365, Microsoft 365 and Microsoft Azure.
- Provides first-line responses as needed for Enterprise Business systems including Raiser’s Edge, Financial Edge, Collective Access, Gateway Ticketing and Sensource.
- Procures, configures, and troubleshoots iPhones, iPADS, iPods and other Apple mobile devices.
- Assists with Windows Active Directory management.
- Communicates effectively with technical and non-technical individuals in a timely, professional, and friendly manner, in person, via email and by phone.
- Documents track, and follows helpdesk requests through to resolution.
- Supports a mixed hardware environment that includes Dell desktops and laptops, Apple MACs, HP printers and Sharp printer/copier/scanners.
- Contributes to multidisciplinary IT projects, as needed.
OTHER RESPONSIBILITIES
- The ability to work late nights/weekends, as needed.
- Reviews and assists in routine office or department tasks or assignments, as requested.

VOLUNTEER REQUIREMENT
- Participates in the Annual 5K Fundraiser and September 11th Commemoration, as assigned.
- Assists with other special projects and events in support of all 9/11 Memorial and Museum, as assigned.

QUALIFICATIONS/SKILLS REQUIREMENT
- Associates degree in Computer Information Systems, engineering or a related field required.
- Microsoft MCP or CompTIA A+ certification required.
- Experience with multiple network and desktop operating systems including Windows, LINUX, and Mac OS.
- Experience supporting desktop applications such the Microsoft Office Suite, various web browsers, Windows 10 Mac OS/X, media players and converters, line of business applications.
- Experience managing user accounts with Active Directory.
- Microsoft Office 365 mailbox creation and management.
- Knowledge of hardware support of desktops, laptops, printers, scanners, mobile phones.
- Experience setting up and troubleshooting Blackberry and other mobile email devices.
- Familiarity with setting up Microsoft Activesync capable devices such as Windows Mobile devices, iPhones, Palm Pre, and Google Android devices.
- Excellent verbal and written communication skills

HOW TO APPLY
- Include job title in the email subject field.
- Please indicate the location where job posting was seen.
- Please submit a resume to 911mmitjobs@911memorial.org
- Please visit our website at www.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 are 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 environment is an indoor, climate-controlled office environment comprised of cubicles, walled-offices and group conference rooms. 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 are 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.
• This document is a communication tool and not intended as a written or implied contract of employment.