

**JOB POSTING**

Position Title: **IT Helpdesk Specialist (part-time)**

Location: 645 Saint Nicholas Avenue, New York, NY 10030

Salary Range: $25/hour

This is an on-site; part-time position; 3 Days; 21 hours a week max.

The IT Helpdesk Specialist is responsible for all Information Technology (IT) demands and difficulties, and provides exceptional resolution by giving in-person, hands-on support to HSA staff. The IT Helpdesk Specialist is the first individual end-users interact with to solve their IT issues and must have in-depth knowledge and troubleshooting skills. The IT Helpdesk serves as the liaison between end users and

The IT Helpdesk is also responsible for analyzing and planning the organization’s IT Helpdesk functions, according to best practices, while ensuring high levels of customer service quality and availability, and implementing and overseeing policies and procedures that ensure quick resolution and exceeded service levels.

This is a part-time, on-site position. This position requires occasional evening and/or weekend work.

**Responsibilities:**

* Manage the processing of incoming requests to the Service Desk to ensure courteous, timely and effective resolution of issues.
* Diagnose and resolve technical issues reported by end-users, including hardware and software problems, network connectivity issues, and application errors.
* Provide guidance and assistance to end-users on how to use IT systems and applications effectively.
* Escalate unresolved issues to higher-level support teams or vendors, ensuring prompt resolution and minimal disruption to end-user productivity.
* Troubleshoot and resolve PC, smart phone, tablets and landline phone issues promptly.
* Assist in onboarding new hires
  + Create network accounts and company email addresses
  + Conduct basic training the use of phones, copiers, software and applications.
* Act as liaison between end users and outsourced IT management company.
* Sets up and assists in the configuration of end-user PC desktop hardware, software and peripherals
* Diagnoses and resolves end-user network or local printer problems, PC hardware problems and basic server, e-mail, Internet, VPN, and local-area network access problems.

**Required Skills and Abilities:**

Excellent verbal and written communication skills. The scope of duties requires superior organizational skills and the ability to work independently using good judgment. Must be self-motivated, resourceful, detail-oriented, and energetic.  Ability to juggle multiple priorities in a fast-paced and deadline-driven environment.

**Education and Experience:**

* BA/BS Degree and 2+ years of experience developing and providing SLAs and Service Desk deliverables or an equivalent combination of education and related experience.
* 3+ years providing end-user support for current PC desktop and application software.
* 3+ years installing, upgrading, troubleshooting and repairing personal computers in a corporate networked environment.
* Exceptional interpersonal skills, with a focus on rapport-building, listening and questioning. Ability to present solutions and ideas in user-friendly language.
* Proficient grammar and writing skills. Must be able to write ‘customer-driven’ clear and concise emails, user guides, FAQs, etc.
* Very strong customer service orientation. Demonstrable history in prioritizing and executing customer service requests in a time efficient, courteous manner.
* Proven analytical and problem-solving abilities. Keen attention to detail. Demonstrates a commitment to bringing forth creative and innovative Service Desk/IT practices;
* Highly self-motivated and directed;
* Extensive application support experience with Microsoft, and MS Office Suite and Google Workspace.
* Extensive knowledge of the Windows server environment including Active Directory.
* Ability to become proficient with new technologies quickly is required.

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