

In this unique role you'll work closely with the Director, IT, the CEO, and a number of other motivated colleagues to support the IT needs of our national media organization. Based at our headquarters in Westchester County, New York, you'll help ensure the efficient function of IT and audiovisual operations for a thirty person office spread across two adjacent buildings, while also supporting approximately 35 field-based employees.

In this service-first role, you'll do everything from executing our IT supply chain functions to helping ensure video teleconferences and other meetings are equipped with what they need.

***As an IT Technician, you will:***

- Maintain, analyze, and fix computer systems, hardware, printers, and computer peripherals.
- Resolve computer problems, and give guidance on appropriate action/solutions.
- Coordinate hardware repairs with the appropriate vendors - Interface regularly and effectively with ticket submitters.
- Ensure all audiovisual needs are met across our two-building headquarters, and be present at the kickoff of high importance meetings to ensure smooth operation of technology.
- Execute key supply chain functions with local vendors, procuring equipment locally where needed.
- Troubleshoot on a daily basis a wide variety of problems, and be relied upon to recommend solutions – both in your daily work and in discussions with leadership.

***As an IT Technician, you should have:***

- Broad exposure and demonstrated competency with a broad variety information technologies and equipment, across both the PC and Mac, tablet, mobile phone and hosted PBX environment.
- Familiarity with most or all widely used software programs used in a professional environment (e.g. Microsoft Office and Outlook, VTC services such as Zoom or Skype for Business).
- The ability to troubleshoot common and equipment issues as they relate to a media-forward IT setup (HDMI cables for flatscreen display, airdrop-like sharing, remote access, etc.).