Desktop Support Engineer

ABOUT JAPAN SOCIETY

Japan Society is the premier organization connecting Japanese culture, business, and society with audiences in New York and around the world through innovative programs in arts and culture, public policy, business, sustainability, and education, online and on-site at our headquarters in a landmarked New York City building. Since 1907, our mission has been to promote mutual understanding and *kizuna* – forging deep connections – between the U.S. and Japan, by convening critical conversations, championing future creators, and serving as a trusted guide to the abundance of Japan. We are committed to strengthening connections within our community and building new bridges beyond.

DESCRIPTION

Summary of Essential Job Functions
- Provide first level IT onsite and remote support for staff
- Escalate incidents and problems to Managed Service Provider (MSP) escalation engineers and account managers as appropriate
- Maintain accurate IT documentation including asset and system inventories
- Installation and support of the following hardware:
  o Windows and Apple desktops and laptops
  o Multi-function and personal printers
  o Mobile devices
  o Video-conferencing systems and audio-visual equipment
  o Desk phones
- Installation and support of the following software:
  o Microsoft Windows and Apple operating systems
  o Microsoft Office Suite
  o End-point cybersecurity software and antivirus systems
  o Remote access software, including VPN and Remote Desktop
  o Other business applications, as needed
- Management of cloud services including:
  o Office 365 Email services
  o Audio-visual conferencing platforms
  o Collaboration and Messaging platforms
- User management including:
  o Account provisioning and deprovisioning
  o User orientation and basic training
  o Equipment setup
- Video-conferencing meeting support including set-up and troubleshooting
- Administrative functions related to support and project activities
- Preparation and communication of status, issues and opportunities to management
- Basic wired and wireless network, security and server-related maintenance, troubleshooting and administration
- Operating system deployment and patching
- Support of data backup activities, configuration and maintenance
- Documentation including inventory, product usage and user instructions

Requirements

- 3-5 years of experience performing onsite and remote desktop support in a Windows and Apple environment
- Expert knowledge of PC and Apple computers, peripherals and mobile hardware
- Expertise with Microsoft Office Suite
- Expertise in cloud-based email, file and communication services
- Experience with Remote Monitoring and Management tools
- Familiarity with Windows Server environments (Active Directory, Group Policy)
- Familiarity with ticketing systems and support workflow
- Understanding of key networking concepts including TCP/IP, DHCP and DNS
- Strong oral and written communication skills
- Excellent customer service and strong organizational skills required
- Ability to effectively work in a team environment to accomplish assigned tasks
- Highly motivated and able to adapt to a changing environment while learning new skills
- Bachelor's degree from an accredited four-year university or equivalent experience is a plus

To Apply: Email your resume and cover letter to the Chief Operating Officer, at jobs@japansociety.org.