

## IT Support Associate

The Fresh Air Fund, an independent, not-for-profit youth development organization, has provided free summer experiences to more than 1.8 million New York City children from low-income communities since 1877. Despite the challenges presented by COVID-19, The Fund continues to provide safe, fun, engaging and enriching experiences for New York City youth to keep the magic of summer alive through virtual and outdoor programs. Fresh Air children also participate in year-round leadership and educational programs. For more information, visit [www.FreshAir.org](http://www.FreshAir.org).

### Position Summary

The Fresh Air Fund is hiring seasonal IT Support Associates to assist the Information Systems and Technology team on various summer projects and initiatives, namely the virtual and NYC-based in-person programs. The role requires strong customer service skills and familiarity with equipment, hardware, software and other technology. Time permitting, IT Support Associates may also assist with other projects such as data migration or equipment inventory. The ideal candidate is curious, goal-oriented and hard working with previous experience working in a technology support capacity.

This is a hybrid position that is partially remote with in-person support required at times. The role will report to the Senior Systems Administrator.

**Employment Period:** May 2021 – August 2021

**Hours per Week:** 35 hours per week

**Compensation:** \$15/hour

**Benefits:** None

### Responsibilities

- Assist members of the IT Department in all facets of support and management, including device deployment, application installation and general troubleshooting.
- Assist in monitoring and troubleshooting server-based operations.
- Provide tech support for staff and participants, including Help Desk responses.
- Manage and troubleshoot wireless networks.
- In-person and remote tech support.
- Identify and document problems and notify the Fresh Air Fund IT Admin Team.
- Other duties as assigned.

### Qualifications

- A solid understanding of and experience with PC and Mac-based hardware and software.
- A solid understanding of and experience with mobile device and tablet-based hardware and software.
- Familiarity with hotspot technologies (mifi and cradlepoint) and troubleshooting.
- Experience with Zoom and Teams and its advanced control features.
- Experience with remote support and remote support tools (Team Viewer/Zoom/Teams).
- The ability to interact with users of varying tech skill levels.
- Customer service experience.
- Interest in joining a youth development organization and supporting its mission and vision.

### Application Instructions

To apply, please submit an application at: <https://freshairfund.workbrightats.com/jobs/>. There are multiple jobs listed so please click on the link that says **IT Support Associate** to apply for this specific role. Please note that we are hiring on a rolling basis and encourage interested applicants to apply as early as possible. No calls or recruiters, please.

*The Fresh Air Fund is proud to be an equal opportunity employer, committed to inclusive hiring, and dedicated to diversity in its work and on its staff. We strongly encourage candidates of all identities, experiences, orientations, and communities to apply.*