



## POSITION ANNOUNCEMENT

**Title:** IT Support Specialist  
**Location:** New York City, NY

**Organization Overview:** Year Up's mission is to close the Opportunity Divide in our country by providing urban young adults with the skills, experience, and support that will empower them to reach their potential through professional careers and higher education.

We achieve this through a high-support, high-expectation model that combines marketable job skills, stipends, corporate apprenticeships, college-level coursework, a behavior guidance system and several levels of support to place these young adults on a viable path to economic self-sufficiency. Our intensive training and education program serves urban young adults, ages 18-24, in Atlanta, Boston, New York City, Providence, San Francisco and Washington, D.C. We have achieved excellent results to date: 100% placement of qualified students into apprenticeships, 90% of apprentices meet or exceed partner expectations, 87% of graduates placed in full or part-time positions, and a \$14/hr average wage at placement. Please see [www.yearup.org](http://www.yearup.org) for details

**Position Overview:** Reporting to the Senior Director of Information Technology, who works in the National Office in Boston, MA, and working closely with the Director of Operations in the New York City Site, the IT Support Specialist is responsible for providing phone and direct technology support to the New York City site. He/she also serves as a member of the National IT staff providing coverage to other sites as necessary and working on organization wide information technology projects. The person in this position continually keeps abreast of industry trends and analyzes, recommends, and implements new solutions. Additionally, he/she will provide direct training as needed to Year Up staff.

In keeping with Year Up's values, the candidate may also interact on occasion with students, participating in creating and sustaining a positive educational environment with trust among students, faculty and other staff.

### Key Responsibilities:

- Provide excellent customer support services to all staff and students in the support of computers, monitors, printers, phones, PDA's and other peripheral devices for the local Year Up Site.
- Be the focal point for new account, hardware and software requests
- As a member of the National IT group, serve as the liaison for the local site on all IT issues and projects
- Deploy images to staff and student PCs
- Maintain an inventory of hardware and software for the site
- Monitor and maintain site backups
- Perform routine system maintenance, including system updates, log checking, etc.
- Provide individual or small-group training on computer applications
- Work with the IT team to define and continually update hardware and software standards
- Consult with user community on wide range of often-complex hardware, software, and operating system issues
- Log all request, problems and resolutions in call tracking program
- Work with the rest of the IT team to improve the way technology is delivered to the enterprise. Including, finding, implementing, and documenting integrated solutions to computer problems
- Innovate and think outside the box regarding how Year Up can do things better and faster, particularly in regards to IT infrastructure

### Qualifications:



- Passion for the mission of Year Up and commitment to the potential of urban young adults
- Minimum one year combined training and experience supporting Windows-based IT systems
- Knowledge of Windows operating systems, Microsoft Office applications, and Ghost (or similar disk imaging software)
- Ability to install, troubleshoot, and maintain a wide variety of software applications
- Experience troubleshooting, upgrading and repairing desktop and notebook hardware
- Professional attitude and appearance
- Ability to work well in a team environment
- Excited about technology and its impact, keeping abreast of industry trends and learning and adapting skill set quickly and accordingly.
- Demonstrated reliable and methodical approach to troubleshooting issues
- Excellent interpersonal and customer service skills, including solid writing and written communications
- Strong organizational and time management skills with exceptional attention to detail
- Ability to handle a large volume of wide ranging user requests
- Experience and comfort in a fast-paced entrepreneurial environment
- Sound judgment, maturity, and the ability to handle sensitive and confidential information with discretion
- A professional and resourceful style with the ability to work independently and as a team player, to take initiative and manage multiple tasks, relationships and projects
- Must be able to lift equipment (50lbs), to work longer hours when implementing and evaluating technology and, as necessary, to troubleshoot and fix problems in a production environment
- Some travel is required
- A+, MCP, MCSE desirable

**To Apply:** Please email a resume and thoughtful cover letter, outlining how your skills and experience meet the qualifications of the position and stating how you heard about this opportunity, (both in Word format), to Nathan Brown at [itjobs@yearup.org](mailto:itjobs@yearup.org), subject line “IT Support Specialist.” Applications will be reviewed on a rolling basis.

*Year Up is an Equal Opportunity Employer*