

# Technical Support Specialist

## Background:

Friends of the IDF was established in 1981 by a group of Holocaust survivors to provide for the wellbeing of the men and women who serve in the Israel Defense Forces (IDF). The organization is committed to providing the men and women who serve in the Israel Defense Forces (IDF) as well as the families of fallen soldiers with love, support and care through educational, social, cultural and recreational programs and facilities in an effort to ease the burden they carry on behalf of the Israeli and the Jewish communities worldwide.

## Job Summary:

The Technical Support Specialist's role is to support and maintain computer systems, workstations and peripherals across the organization working under the guidance of the Systems Administrator.

This includes, but is not limited to diagnosing, repairing, maintaining, and upgrading all hardware, software, and equipment while ensuring optimal IT operations. This position will also troubleshoot problem areas in a timely and accurate fashion and provide end user IT training and assistance where required. Performs other duties as required, and as applicable technologies evolve and/or become utilized by the organization.

## Essential Job Duties:

### Operational Management

- Field incoming help requests from end users via both telephone and work orders in a courteous manner.
- Document all pertinent end user identification information, including name, department, contact information, and nature of problem or issue.
- Prioritize and schedule problems. Escalate problems (when required) with the technology team.
- Record, track, and document the help desk request problem-solving process, including all successful and unsuccessful decisions made, and actions taken, through to the final resolution.
- Apply diagnostic utilities to aid in troubleshooting.
- Access software updates, drivers, knowledge bases, and frequently asked questions resources on the Internet to aid in problem resolution.
- Identify and learn appropriate software and hardware used and supported by the organization.

- Perform hands-on fixes at the desktop level, including installing and upgrading software, implementing file backups, and configuring systems and applications.
- Test fixes to ensure problem has been adequately resolved.
- Perform post-resolution follow-ups to help requests.
- Develop help sheets and knowledge base articles for end users and help with the IT onboarding of new employees.
- Performs other duties as requested.

## **Skills, Knowledge and Experience**

- A minimum of 3 years related experience.
- College coursework preferred.
- Solid understanding of PC connectivity and troubleshooting network issues
- Solid understanding of Exchange and troubleshooting mail flow
- Office 365 experience with Office365 email, Groups, Teams, SharePoint
- Experience working with Active Directory, Setting Group Policies and Permissions
- Knowledge of Switching -- Network troubleshooting (Subnetting)
- Protocols - HTTP, HTTPS. DNS, POP, SMTP, H.323
- Knowledge of Cloud Services, Azure is a plus
- Strong hands-on networking, firewalls, routing and switching experience
- Knowledge of virtualization technologies, such as VMware, Citrix and Microsoft
- Knowledge of DNS, DHCP and ADUC -- changing password, adding / removing membership from Security and Distribution groups
- Good understanding of VOIP Phones.
- Working knowledge of a range of diagnostic utilities.
- Windows Server support (2008/2012/2016)
- Strong documentation skills.

## **Personal Attributes**

- Exceptional written and oral communication skills.
- Exceptional interpersonal skills, with a focus on rapport-building, listening, and questioning skills.
- An ability to present ideas in a user-friendly language.
- Ability to multitask, including multiple high priority issues and able set and manage expectations. Ability to conduct research into a wide range of computing issues as required.
- Keen attention to detail.

- Ability to effectively prioritize and execute tasks in a high-pressure environment.
- Experience at working both independently and in a team-oriented, collaborative environment is essential.
- Exceptional customer service orientation.