



APOLLO THEATER FOUNDATION, INC.

JOB TITLE:	IT Support Specialist
DEPARTMENT NAME:	Information Technology
LOCATION:	New York, NY
REPORTS TO:	Director of IT
FLSA STATUS:	Full-Time, Non-Exempt

Position Summary:

We are looking for a 'can do/hands on' individual with self-starter and self-motivation traits that can support, solve and manage IT problems and projects. The ideal individual will have IT knowledge in problem solving, client support, and excellent communication skills. This position interacts with management, multiple clients, and systems, remotely and locally, including support services, troubleshooting, and network management. The IT Support Specialist will be part of a support team, responsible for the staff, equipment and systems.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

- On-going IT support and problem resolution.
- Assist employees with PC problems and requests, remote and local.
- Provide analytical support including status report generation for management.
- Set up workstations with computers and necessary peripheral devices (routers, printers etc.).
- Check computer hardware (HDD, mouses, keyboards etc.) to ensure functionality.
- Install and configure appropriate software and functions according to specifications.
- Develop and maintain local networks in ways that optimize performance.
- Ensure security and privacy of networks and computer systems.
- Provide orientation and guidance to users on how to operate new software and computer equipment.
- Organize and schedule upgrades and maintenance without deterring others from completing their work.
- Perform troubleshooting to diagnose and resolve problems (repair or replace parts, debugging etc.).
- Maintain records/logs of repairs and fixes and maintenance schedule.
- Identify computer or network equipment shortages and place orders.
- A/V setup and configuration
- Voice phone systems

Education/Experience

- 4+ years related IT experience and/or training in equivalent areas; or equivalent combination of education and experience. Bachelor's degree (B. A.) in Information Technology or related a plus.
- Ability to read, analyze and interpret standard IT type information, presenting information to management and non-IT type personal, on various information technology aspects.
- Performing Arts or entertainment experience preferred, but not required.

Computer/System Skills: Experience with the following software's and technologies:

- Microsoft Product lines, Windows Server, Windows Desktop, MS Office, MS SQL, Exchange, Office 365, Active Directory in hybrid mode, automated inventory and patch management, Azure AD
- Experience with networking protocols and components (switches and routers), cabling, (copper and fiber), wireless technologies, firewall configuration (SonicWall experience plus)
- Google product lines, Papercut as well as experience with handling ticketing systems. TeamViewer remote access and similar platforms.
- Adobe Suite
- Mac OS

**To apply, send cover letters, resumes to Human.Resources@apollotheater.org.
Please include the job title in the email subject.**

The above job description is not intended to be an all-inclusive list of duties and standards of the position. Incumbents will follow any other instructions, and perform any other related duties, as assigned by their supervisor.