Desktop Support Specialist 1

TERC is a 100+ person academically-oriented not-for-profit organization centered on improving K-12 math and science education. Our environment is primarily Mac OS X and we are 'tech-heavy' for our size. We offer a range of competitive benefits including health and 403(b) retirement plan, a healthy work/life balance, exposure to a variety of technologies, and opportunities for professional development.

This is a full time entry level position. Recent grads and Class of 2014 graduates are encouraged to apply. It is an onsite support position and will involve regular direct interaction with users.

Responsibilities:
• Imaging, installing, troubleshooting and maintaining/upgrading end-user software and hardware.
• Assist end-users in the use of various hardware and software, including desk phones, smart phones, tablets and AV systems.
• Respond to user requests, via email, phone and in person, for technical assistance with processes and equipment; providing first level technical support.
• Perform research via internet, help files, manuals, etc., to address specific needs and to maintain systems.
• Perform basic network troubleshooting.
• Handle basic to mid-level special projects as assigned.

If you do NOT have any MACINTOSH experience, do NOT apply!

Preferred skills:
• Experience in a technical support role.
• Knowledge of Microsoft Office.
• Experience with A/V systems.
• Experience with Windows 7.

Must be able to lift 50 lbs, climb ladders and work in small spaces during installations and upgrades

This is a full-time position. Please submit a resume and cover letter by email to desktopsupportjob2014@terc.edu. TERC is actively seeking to diversify its staff and places a high priority on developing a staff that reflects the diverse communities we serve. We encourage people from all backgrounds to apply.

• BA/BS in computer science, or advanced post-secondary specialized training, or equivalent experience.
• Must have experience with Mac OS X (does not need to have been in a support role) – please explain in cover letter.
• Interest and willingness to learn new things.
• Good written and oral communication skills and analytical problem solving abilities.
• Strong organizational and interpersonal skills.