

## JOB POSTING

<u>Role:</u>	Junior Server and Network Technician
<u>Primary Work Location:</u>	New York City (Bronx, NY office)
<u>Compensation:</u>	Competitive, commensurate with experience

**Overview:** Association for Energy Affordability (AEA) is a non-profit energy services and training organization dedicated to achieving energy efficiency in buildings in order to foster and maintain affordable and healthy housing and communities. AEA participates in a variety of federal, state, and local energy efficiency initiatives to improve existing buildings and support high performance new construction projects. AEA is a national organization and leader in multifamily energy efficiency, with over 25 years of industry experience. For more information about AEA, see <http://www.aea.us.org>.

**Position Summary:** AEA is seeking an experienced Junior Server and Network Technician with basic but well-rounded IT knowledge; job is based in the IT department and will handle Windows 2008R2/2012R2 AD and Office 365 Administration. Server and Workstation maintenance and upgrades. Assisting with Video conference calls.

The ideal candidate will be experienced in handling a wide range of Tier 1 troubleshooting, Windows workstation, and server operating systems. This person must be exceedingly well organized, flexible, and provide Help Desk, level 1, support for both IT and A/V infrastructure. Remote user and remote location support for satellite office experience is a plus.

### Essential Duties and Responsibilities:

- Technical support for local & remote sites: workstation 7/8/10, window server 2008/2012/2016, Office 365 and dedicated hosted VOIP business phones.
- Basic well-rounded IT knowledge in an Active Directory, Office 365, MS SQL, files services, NAS, and audio-visual teleconferencing.
- Serve as front-point person for IT department in Bronx site on location and remote.
- Serve as point person for California office and remote locations for IT support needs.
- Along with technical support and troubleshooting issues, this position will provide hands on maintenance and upkeep/modifications as directed by the department manager.
- A/V Training rooms, Spiceworks's ticketing system, phone database support, A/V camera's, Zoom, Build & repair computer, laptop systems.
- SonicWall, Ubiquity, QNAP, Synology, AD2008r2/2012r2, Office 365, SQL, SAP SQL-Anywhere

### Minimum Qualifications:

- High school diploma or GED and/or Computer Science or related associate degree or relevant field.
- Experience in providing IT help desk support, troubleshooting windows, network infrastructure, cabling, A/V.
- Certifications, such as CompTIA A+, Network+ or Microsoft MCP, MCSA, others is a definite enhancement to job. Willingness to develop and advance skills.
- Strong problem-solving process and organizational skills, with the ability to handle high-pressure situations.
- Competence to focus, task-oriented, troubleshoot and document issues.
- A self-starter with excellent follow-up skills.
- Personable with a positive attitude; a team player.



- Punctual and reliable.
- Able to work extended and flexible hours.
- Able to lift, move, mount and/or store hardware up to 50 lbs. at a time.

Must be able to legally work in the country where this position is located without visa sponsorship.

AEA requires a COVID-19 vaccination for all employees. Therefore, all new employees are required to present proof of vaccination status upon hire unless they qualify for a medical or religious exemption.

**EEO Non-Discrimination and ADA Reasonable Accommodation Statement:**

Applicants are considered for all positions without regard to race, color, creed, religion, age, national origin, alienage or citizenship status, gender, sexual orientation, gender identity, marital or partnership status, disability, military status, veteran status, or predisposing genetic characteristics. AEA does not discriminate on the basis of physical or mental disability where the essential functions of the job can be reasonably accommodated.

Determinations on requests for reasonable accommodation will be made on a case-by-case basis. For more information on the physical requirements of this work and/or if you need reasonable accommodation for any part of the application and selection process, please notify the agency at 212-279-3902 Ext-8265 or [aberesford@aea.us.org](mailto:aberesford@aea.us.org).

TO APPLY: Please submit resume with cover letter, Attn: Amy Beresford, Director of Human Resources by email: [aberesford@aea.us.org](mailto:aberesford@aea.us.org) or fax: 718-292-1280.

~ Minorities and women are encouraged to apply ~