

Position Title: Information Technology Support Technician

The person in this position is a key member of the IT team, providing general Computer Help Desk support and some network and administrative functions.

Responsibilities include:

- Sets up and resolves issues involving Windows PCs and peripherals as well as Macintosh computers, including all commonly used office and design software
- Routes some questions and issues to appropriate second-tier support personnel
- Creates, installs, and maintains hard disk imaging system for Windows machines
- Maintains network switches and server room UPS
- Updates equipment databases and performs other administrative tasks

Qualifications include:

- Minimum 2 years experience offering technical support for Microsoft products, including Windows 2000 and XP as well as Office products (especially Word and Outlook)
- Windows Vista experience preferred
- Minimum 2 years experience preferred using Mac hardware and software (especially MacOS X, utilities, and creativity applications)
- Minimum 1 year experience in a Microsoft network environment with an ability to manage Active Directory functions, map drives, and set up logon processes and printers
- A U.S. driver's license (or ability to obtain one) with a good driving record
- Able to lift equipment up to 35 pounds

If you are interested in this seva role, please contact the Gurukula office at Gurukula@syda.org for a more complete seva description and an application.