



United Way
of Buffalo & Erie County

Technical Support Specialist

The United Way of Buffalo & Erie County is seeking a Technical Support Specialist. This position maintains availability of all hardware, software and network infrastructure, replaces obsolete equipment with new equipment, responds to technical support questions from employees and ensures user adoption for applications and workflow processes. This position reports to the Salesforce Project Manager.

Responsibilities:

- Provides end-user application support including Microsoft Office, Adobe InDesign and Acrobat Pro, Google G Suite, Chrome Browser extensions and Google Drive File Stream
- Provides Google G Suite administration
- Provides Spanning.com backup system administration
- Learns about and provides support for industry-specific e-Pledge system and Andar database system
- Ensures all PCs, Macs, ChromeBooks and servers are fully patched through CloudManagementSuite.com
- Manages Microsoft Active Directory
- Manages user password resets for Microsoft and Google G Suite
- Monitors server health and applies necessary corrective action
- Upgrades server operating systems as needed
- Upgrades SQL database server as needed
- Conducts New User Orientation.
- Maintains hardware/software inventory by user, machine serial numbers and warranty status
- Utilizes Salesforce and Teamgantt.com as necessary
- Assists in Zix email encryption and VMWare management
- Visibly demonstrates UW Values of service, integrity, collaboration, accountability and innovation.
- Attends mandatory organizational, departmental and committee meetings and trainings as directed.
- Engages in job-related travel to designated meetings, conferences, and events.
- Maintains established departmental policies, procedures and objectives.
- Performs general office duties such as typing, filing, data entry, opening mail, etc.
- Performs other duties as requested

Education , Skills, Knowledge, Experience:

- Associates Degree with two years of technical support experience preferred
- Managing and prioritizing projects
- Strong commitment to internal customer service
- Communicating effectively across all levels with internal and external customers
- Coaching and developing PC skills for end users
- Windows 10, Office 2016 (and prior), Microsoft Server 2016 and Microsoft SQL 2008 and higher, Active Directory, MacOS, ChromeOS
- Google G Suite, Salesforce.com, VMWare 6x, Zix Email Encryption, Teamgantt.com, Spanning.com, Cisco preferred

For consideration please email a cover letter and resume to jobs@uwbec.org attention Beth Sullivan, Human Resource Manager.

United Way of Buffalo & Erie County has a commitment to equal opportunity employment by affirming the value of diversity and by promoting an environment free from discrimination. UWBECE encourages people of diverse backgrounds and experiences to apply for this position.