



Brooklyn Community Services

Position: Management Information Systems (MIS) Technician

Program/Department: IT Department
Reports to: IT Director
Work Location: 285 Schermerhorn Street
Hours: Full Time

Position Summary:

Troubleshoot and resolve PC hardware/software, printers, and network related problems throughout the agency.

Responsibilities:

- Troubleshoot computer, network and printer problems
- Assist staff in using computers, network and e-mail
- Answer and resolve helpdesk requests in a timely matter
- Travel to satellite offices located throughout Brooklyn to resolve issues
- Perform daily backup and maintenance (as needed) on the servers
- Update and maintain inventory of hardware and purchases
- Create new users in email & active directory
- Other tasks may be required

Qualifications:

Two years of experience in Windows environment required. Proficient with computer hardware and software including (but not limited to) Windows Server 2012, Windows 10, Windows 7, Windows 8.1, Microsoft Office 2010, TCP/IP, knowledge of Proxy, DNS and DHCP servers. A Plus or Network Plus certification required. High school graduate required; college degree a plus. Strong interpersonal and customer service skills required.

Contact:

Email Resume and Cover Letter to:
BCS-Tech@wearebcs.org