

Sotheby's INSTITUTE OF ART

Junior IT Support Analyst

Sotheby's Institute of Art is seeking an entry-level **IT Support Analyst** to provide technical support to all students, faculty, and staff at Sotheby's Institute of Art – New York (SIA-NY) and to staff at Cambridge Information Group's (CIG) New York office (CIG, www.cig.com, is SIA-NY's parent company). This position reports to the System Administrator and supports all IT systems, telephone systems and Audio/Visual equipment.

Essential Duties and Responsibilities

The primary responsibilities for this position are answering, evaluating, prioritizing, and resolving incoming telephone, voice mail, email, in-person, and Service Desk System requests for assistance from end users in the organization. This includes troubleshooting and resolving issues related to standard enterprise software applications and various custom web applications, desktop hardware, and network infrastructure components. In addition to the tasks and activities listed below the IT Support Analyst will be expected to assist with various IT projects as directed and other duties may be assigned.

End-User Support

Provides technical support for the organization; diagnoses technical problems; researches, identifies and documents appropriate solutions; organizes and prioritizes technical support cases and follows-up on outstanding cases until resolved.

Support Case Management

Maintains and tracks all support issues and calls within the Support management system; maintains contact and follows-up with employees to ensure quality level of support; interacts with users in non-technical, clear terms; adheres to and enforces organization policies, rules, and regulations relating to technology use.

User Account/Password Maintenance

Creates, maintains, and coordinates user account information and passwords for various IT systems. Assists with setup of new user accounts/email in a Microsoft Windows Active Directory/Office 365 environment. Maintains student and alumni email address and distribution lists.

Device Support

Provides support and assistance for the relocation, installation, and setup of computers, end-user unified communications systems, VOIP telephones, Mobile Devices and various peripheral equipment including classroom audio/video equipment. Performs diagnostics on computers, software applications, and related equipment. Provisions, reimages, and tests new and reallocated computers, laptops, and other equipment as directed.

Student support

Provides support to SIA students - assistance with access to and use of all SIA systems;

CIG team support

Provide support to CIG executives and staff.

Flexible working

Expectation to support after hours and weekend events as required. Multi-site support including local travel and the ability to respond at short notice.

Knowledge and Abilities

The requirements listed here are representative of the knowledge, technical skills and abilities required:

- Thorough understanding and knowledge of commonly used concepts, practices and procedures within the IT field.
- Experience providing top quality cross platform end-user support and training.
- Experience using Parature or similar service desk/support management system.
- Thorough understanding of and professional experience troubleshooting Web Applications and Technology.
- Experience with SharePoint or other similar content management/collaboration platform.
- Thorough knowledge of both PC and MAC Hardware/Software configuration.
- Ability to install and configure Windows and MAC workstations and software packages.
- Advanced Knowledge of Microsoft Office, Apple iWork and other standard business productivity software suites.
- Basic knowledge of Windows Server and Exchange.
- Basic knowledge of TCP/IP networking.
- Ability to troubleshoot LAN clients.
- Ability to manage multiple priorities and projects.
- Knowledge of audio visual systems (projectors, sound systems) is required.
- Knowledge of academic environments is strongly desired.
- Experience with Learning Management Systems/Academic Information Systems strongly desired.
- Strong interpersonal skills and the ability to interact successfully with a diverse population.
- Excellent verbal and written communication skills.
- Strong organizational and problem solving skills.
- The performance of this position requires the ability to be present in the workplace.
- Ability to pass a background check is required.

Education, Work Experience and/or Licensure

- 4-year college Degree in Computer Science/Related field.
- A minimum of 1 years' experience in IT Support.
- Experience in a higher education setting is desirable.
- At least one Microsoft (MCP), Apple, or other industry standard certification in a Windows/Mac operating system is desirable.

Language Skills

Excellent understanding of the English language, oral and written.

Physical Demands

The physical demands listed here are representative of those that must be met by an employee to successfully perform the essential functions of his/her job.

- Ability to sit, stand, walk, travel up and down stairs, crouch, stoop and reach.
- Ability to lift up to 50 lbs.
- Ability to travel occasionally as necessary

Work Environment

The work environment characteristics listed here are representative of those an employee encounters while performing the essential functions of the job.

- Basic office environment
- Classroom/academic environment
- Online learning environment

Under the ADA, reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this position.

Sotheby's Institute of Art offers a competitive salary that is based on education and experience.

To Apply:

- Email your **resume** and a **cover letter** that includes your **salary history** to:
opportunities@sothebysinstitute.com
- In the subject line of your email enter: **"IT Support Analyst"**
- Only qualified candidates should apply.

NO RECRUITERS

Sotheby's Institute of Art is an Equal Opportunity Employer

<http://www.sothebysinstitute.com>