End User Support Specialist
$24.23 - $30.29/hour

Who we are......

Alpha Kappa Alpha Sorority, Incorporated (AKA) is an international service organization that was founded in 1908 on the campus of Howard University in Washington DC. AKA is the oldest, Greek-lettered organization established by African-American, college-trained women. The sorority’s mission and purpose is to cultivate and encourage high scholastic standards, and to study and help alleviate problems concerning girls and women. AKA’s history includes a legacy of service and focuses on health, education, family, leadership, economics, humanities, business and the global community. Membership is comprised of more than 300,000 women in a wide spectrum of professions, including engineering, economics, computer science, business, accounting, law, healthcare and education. Members also serve on regional, national boards and committees throughout the globe.

Corporate office operations were established 70 years ago and staff members on average have worked for the organization for 10 or more years. We are currently at our highest active membership and we had record attendance at all regional and international conferences. The culture is one of teamwork, commitment, and value. We are a team of committed professionals who adhere to the mission of Alpha Kappa Alpha Sorority, Incorporated.

Who we seek........

We are seeking a highly proficient IT professional to provide end user support to our members, staff, and stakeholders who will work under the guidance and direction of our director of IT administration to ensure our user requirements are met in an efficient and timely manner. The selected individual must be able to multi-task and meet deadlines with a sense of urgency, have strong customer service and diplomacy skills, as well as, have a high degree of technical skills and the ability to support all levels within our structure.

Duties and Responsibilities:

- Ensure desktop computers interconnect seamlessly with diverse systems including associated validation systems, file servers, email servers, application servers and administrative systems.
- Diagnose and troubleshoot minor computer hardware, network systems, and computer software programs accurately and quickly while evaluating documented resolutions and analyzing trends for ways to prevent future problems. Escalate major issues to more senior level IT staff for correction.
- Respond to user requests for service/help tickets in a courteous and timely manner to determine nature and extent of support needed; testing fixes to ensure problem has been adequately resolved and perform post-resolution follow-ups.
- Perform hands-on fixes at the desktop level, including installing and upgrading software, implementing file backups, and configuring systems and applications.
- Keep operations and member information confidential according to company protocols.
- Assist Director of IT Administration with maintaining documentation for all information system processes.
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- Develop and generate service level reports, as needed.
- Install, configure, maintain, and troubleshoot a wide range of software and hardware used throughout the organization. Perform hardware/software upgrades to existing equipment as needed. Support new computer hardware/software and provides continued support of existing hardware and software throughout the organization.
- Grant access to users, create user groups, manage shared resources, install peripherals, configure staff access for security.
- Responsible for tracking, tagging, and maintaining asset inventory and documentation.
- Works in areas of telephony and voicemail, Muzak, teleconferencing, and web support.
- Administers e-mail and anti-virus systems.
- Provide on-going implementation, support, training and troubleshooting to all users of the information, web and telecommunication systems.
- Work with select board members, committee chairs and teams, and corporate executive staff as required for special projects, programs and initiatives.
- Man, and support high-volume help-desk email accounts.
- Work with MS Active Directory, DNS, DHCP, TCP/IP.
- Develop eblasts using netFORUM CMS tool and coding HTML.
  - Support ongoing blasts and campaigns, especially during heavy event cycles.
  - Some tie-in/liaison with Social Media/Communications teams.
- Performs other duties as assigned.

Requirements:
- Bachelor’s degree in computer science, information technology, management information systems or a related field.
- 5 years of full-time related experience supporting Microsoft (Servers/Windows/Office) and Apple (OS and Products).
- HTML and HTML5 knowledge required, ability to code for blasts, CMS.
- Proven working experience in web programming.
- CompTIA A+ required.
- CompTIA Network + required.
- Microsoft certification a plus.
- Knowledge of basic computer hardware and software.
- Extensive application support experience.
- Experience with MS Active Directory, DNS, DHCP, TCP/IP.
- Experience troubleshooting hardware, software, printing, and basic network issues.
- Experience installing software, patches, and updates on desktops and laptops and replacing hardware on both desktop and laptop PCs.
- Ability to troubleshoot, diagnose and resolve problems with premise-based systems.
  - Various association software and database systems.
  - VoIP telephony & conferencing systems (ShoreTel, Avaya, WebEx)
  - Business and production printing equipment
- Experience with server-side frameworks such as PHP, Java, and ASP.NET.
- Experience with database systems such as SQL and MY SQL administration.
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- Basic knowledge of Search Engine Optimization.
- Exceptional interpersonal, analytical, and problem-solving skills.
- Exceptional written and oral communication skills, with the ability to present ideas in user-friendly language.
- Highly self-motivated and directed with a keen attention to detail and ability to thrive and effectively prioritize in a high-pressure, fast-paced environment.
- Strong organizational and multi-tasking skills to juggle multiple tasks within the constraints of timelines with business acumen and with minimal supervision.
- Ability to work extended hours, some nights and weekends, and on-call availability during heavy cycles.

We expect the person selected for this role to be responsive, a problem-solver, and a good communicator with superb follow through. Our environment is one that is fast-paced, with frequently changing priorities and we need someone that can adapt and adjust accordingly while providing superb customer service, solid technical skills, good initiative, and a “Can Do” attitude. IT is not a 9-5 so your flexibility to work when needed is a must; evenings, weekends, and also traveling to support the needs of the business (typically annually for conferences).

What we offer.......... 

Our office is located in the Hyde Park community on the shore of Lake Michigan just seven miles (11 km) south of the Chicago loop. The neighborhood is compact and walkable yet remarkably diverse in its people, architecture, restaurants, and cultural amenities. As for your commute, Metra is practically outside our door if you prefer not to drive. Alpha Kappa Alpha Sorority, Incorporated also offers a generous benefits package which includes paid time off, medical, dental, vision, disability, paid holidays, company paid life insurance, 401K with match, and a pension plan (after 1 year of service). The organization values professional development and offers tuition reimbursement as a means for staff to grow their knowledge and skills.

How you apply........

If you are intrigued by this position and want to know how you can get the opportunity to be a part of our team, please send your cover letter, resume, 3 references, and pay expectations to careers@aka1908.com. Please include “End User Support Specialist” in the subject line of your email. Please no phone calls, drop-ins, or agencies.

If we are intrigued by your knowledge, skills, and abilities we will contact you to conduct a phone screen and provide you with additional information regarding the next steps of our recruitment process.

Relocation will not be provided.

Equal Opportunity Employer.