

Position: Technical Support Specialist

Organization Description: The Center for Neighborhood Technology (CNT) is a 31-year-old non-profit organization whose mission is to promote the development and perpetuation of vibrant urban communities that are both environmentally and economically sustainable, both in the Chicago region and throughout the United States. It does this through rigorous factual research and analysis in the interrelated areas of energy, the environment, land use and transportation, with particular attention to the information gaps and disconnects affecting the ways that decision-makers in the market economy and public policy arenas deal with these issues. In addition, CNT uses the insights derived from its research to develop innovative approaches to solving basic problems affecting urban communities and often initiates programs, either alone or in collaboration with other public and private organizations, to test and demonstrate these solutions in practical application.

CNT is a charitable, 501(c)3 Illinois not-for-profit corporation with two wholly-owned operating subsidiaries - CNT Energy and I-Go Car Sharing. These entities have a consolidated current budget of approximately \$5.5 million. CNT is well-positioned for future growth. Funding is derived from multiple sources of revenue - primarily grants from public foundations and government agencies, service contracts with government agencies and regulated businesses, retail operations of I-Go and potentially other ventures, and private donations.

As the needs of CNT's staff, partners, and customers evolve, the IT team is also evolving its systems and processes to support this growth. CNT is in need of an experienced IT team member to support the new technologies, processes, and systems being implemented.

Position: The IT **Technical Support Specialist** assists CNT in monitoring, troubleshooting, and implementing a variety of different IT systems and processes and will be a strong contributor to CNT's future IT strategy.

Accountability: The **Technical Support Specialist** reports directly to the COO. The **Technical Support Specialist** will support CNT's 100+ person staff and will collaborate closely with other members of CNT's IT staff to implement, support, and troubleshoot CNT's IT systems.

Responsibilities:

- Support CNT's diverse network of software, hardware, telephony, and process solutions for CNT's 100+ member staff.
- Provide superior customer service, driving overall satisfaction by addressing customer issues in a timely manner.
- Troubleshoot, diagnose, and resolve technical customer issues associated with CNT's current IT systems.
- Support CNT's trouble ticket system by coordinating customer support communications from ticket creation to closure.
- Create and maintain detailed records of events, issues, and resolutions.
- Represent the IT team as a technical consultant to various internal project teams and staff.
- Support CNT's flexible work hours, in support of CNT's normal business hours, and on-call rotation.
- Work with other members of the IT group to implement IT and business customer technical solutions.
- Author technical systems documentation of CNT's current IT systems and processes.
- Work diplomatically and effectively with customers at all levels of the organization.
- Working with IT leadership, research and recommend solutions to address CNT's technology needs, while ensuring compatibility with CNT's existing infrastructure and standards.

Qualifications:

- Bachelor's degree or equivalent experience in computer science, information systems, computer engineering or related field.
- 2-5 years of relevant work experience
- Proficiency in implementing and maintaining Linux servers
- Proficiency in implementing and maintaining some or all of the following:
 - Microsoft Server, including Active Directory
 - Microsoft Exchange
 - Scripting (Python, BASH, Batch, VBS)
 - SQL
 - MacOS
- Familiarity with networking issues in a heterogeneous environment; routing, NAT, VLAN, SSL/SSH, DNS, WiFi
- Ability to independently leverage critical thinking skills to address real-world customer issues.
- Experience administratively maintaining and auditing equipment, software, logs, and IT systems documentation
- Excellent written and verbal communication skills.
- Exceptional organizational and coordination skills
- Ability to work well independently and in a team setting.
- Ability to prioritize and multitask on a wide range of competing demands
- Demonstrated strong attention to detail.

Preferred:

- Microsoft, CompTIA, or similar Certifications/experience
- Nortel BCM or other relevant phone system experience
- Security experience (anti-virus, firewalls, proxies, encryption)

Salary

Commensurate with experience

To Apply

Please send cover letter, resume, and salary history to:

Human Resources/Center for Neighborhood Technology
2125 W. North Avenue
Chicago, IL 60647
Fax to 773-278-3840 or email to bridget@cnt.org
No phone calls please.

Anti-Discrimination Policy

The Center for Neighborhood Technology is an equal opportunity employer that does not discriminate against any employee or job applicant based on race, color, national origin, religion, sex, sexually orientation, age disability, veteran status, or marital status. This policy applies to all terms and conditions of employment, including, but not limited to, hiring, termination, promotion, transfer, layoff, leaves of absence, compensation and training.

Salary is commensurate with experience. This is an Exempt position.