



PC TECHNICIAN

SUMMARY

Trudeau Institute, an internationally acclaimed, path-breaking research institute focused on combating infectious disease, has recently expanded to develop the Trudeau Research Network, consisting of productive, collaborative and strategic inter-disciplinary partnerships, including New York State, biomedical research institutions, biopharma/biotech, and major foundations, with Trudeau as a hub. The Institute engages in multi-disciplinary research devoted to translating the advances of basic science into new strategies to meet today's urgent infectious disease challenges.

The Trudeau Institute has an immediate opening for a PC Technician. The successful candidate will handle a variety of tasks to support the daily operations of the organization's computer systems.

JOB RESPONSIBILITIES:

- Responsible for installation, networking, and troubleshooting of hardware and software components.
- Monitor and apply software updates on machines.
- Installs, assembles, and configures computers, monitors, network infrastructure and peripherals such as printers, scanners, and related hardware; pulls cables and rewires or directs the rewiring of cables as required for new installations and office configuration.
- Provides tier one support for a variety of technology systems including computers (hardware and software), e-mail, network, service access, phones, and peripheral equipment problems; makes repairs and corrections where required.
- Research and implement new software tools, as requested by Management.
- Assists in the creation of policies and procedures that align services with best practices.
- Maintain detailed and organized documentation on IT issues, failures, and service requests.
- Prioritize and rectify issues in timely manner.
- Observe and document trends to resolve reoccurring problems in an effective and efficient manner.
- Provide AV support for Institute hosted events, seminars, and chalk talks.
- Performs other related duties as assigned.

EDUCATION/QUALIFICATIONS:

- High School Degree or Equivalent
- Two- or four- year degree in related field, preferred
- Minimum of one-year experience in IT or related field, preferred
- CompTIA A+ Certification or similar certification, preferred

SKILLS/ATTRIBUTES:

- Professional attitude and strong organizational abilities.
- Capacity to work in a computerized environment with basic office equipment i.e., fax, copier, scanner, etc.
- Ability to handle sensitive information with the highest degree of integrity and confidentiality.
- Be trustworthy and reliable.
- Excellent verbal and non-verbal communication skills.
- Must be able to read, decipher, and summarize information quickly.
- Attention to detail.
- Ability to multi-task and prioritize effectively.
- Ability to handle stressful and unpredictable situations.
- Ability work as part of a team as well as autonomously.

Starting pay - \$19.25 per hour

The Trudeau Institute is a world-renowned research institution which offers competitive salaries along with a robust benefits package (including health, dental, life and long-term disability insurance and a generous employer retirement contribution). The Institute is an equal opportunity/affirmative action employer encouraging women, individuals with disabilities, minorities and veterans to apply. Join our TEAM in the transformation of Trudeau!

Interested candidates should send a cover letter, their resume and contact information (including email addresses) of three professional references to: (position open until filled)

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