Position Title: Senior Desktop Support Technician

Department: Information Technology

Reports to: Director of Information Technology

The Challenge
This is an exciting opportunity to contribute to a passionate, driven, technology focused non-profit organization by delivering an efficient and positive end-user experience with white-glove service ensuring that staff feel comfortable with provided technology and can learn something new with each technical support interaction.

About Morris Animal Foundation
Established in 1948, Morris Animal Foundation is dedicated to improving and protecting the health of animals through scientific innovation, education and inspiration. Our investment in research has yielded life-saving vaccines, new treatments for critical diseases, superior screening tests, and advanced diagnostic tools. We respond to emerging animal health threats that endanger entire species and make new discoveries in basic animal biology to support applied research. With every study we fund - more than 2,850 to date - we strive to advance the science of veterinary medicine, honoring the founding principles of Dr. Mark L. Morris Sr. to benefit animals worldwide.

Morris Animal Foundation is committed to promoting diversity throughout the organization, its staff, Trustees and scientific advisers. Diversity within our organization enhances our capacity to communicate, strengthens our organization, makes our culture more robust and allows us to serve animals, donors and partners more effectively.

The Team
This position will report to and work alongside the Director of Information Technology and utilize the expertise of a 24/7 Tier 1 Managed Service provider to ensure minimal downtime while maintaining excellent customer satisfaction ratings. This is a new position at the Foundation and will be added to the Administration department, joining nine other colleagues that are driven by providing thoughtful and strategic support to staff.

The Skill Set
The Senior Desktop Support Technician will be an organized, detail-oriented, self-starting individual that will assist staff and the Director of Information Technology in a variety of tasks. The right candidate will have very strong customer service skills, a robust Windows and macOS technical support background, excellent written and oral communication skills, the ability to collaborate with other departments and vendors, and a desire for professional growth in a continuous improvement environment.

Position Requirements
- Minimum 3 years of experience supporting Windows computers in a professional environment, either independently or as part of a team.
- Minimum 3 years of experience supporting macOS computers in a professional environment, either independently or as part of a team.
- Minimum 3 years of desktop support experience in a professional environment, either independently or as part of a team.
- Excellent organizational, interpersonal, verbal and written English communication skills.
- Very strong customer service skills.
- Strong documentation skills.
- Participate in building a culture of accountability, performance and trust.
- Promote and adhere to the Foundation's safety policies and procedures.
- Promote and adhere to Foundation Core Values: Excellence, Respect, Compassion, Collaboration, Innovation, and Determination.

Additional Desired Qualifications
- Relevant bachelor's degree or equivalent experience.
- Experience with Microsoft Azure AD.
- Experience with Mobile Device Management tools such as Microsoft Intune, JAMF, and Apple Business Essentials.
- Experience managing Enterprise-level Cloud-based storage tools such as Dropbox and Microsoft SharePoint.
- Experience with project and task management tools such as JIRA, Asana, Trello, or MS Project.
- Experience with Zoom Meetings and Zoom Phone system administration.
- Experience with asset management systems and inventory tracking processes.
- Knowledge of, and experience with, industry-standard computer and network security methods and procedures.

Position at a Glance
The person in this role will be responsible for all aspects of Windows and macOS desktop support for approximately 55 staff members operating in a hybrid work environment. A 24/7 Tier 1 Managed Service provider assists with ticket requests as well.

Essential functions include:
- **Windows and macOS Desktop Support:** Install and troubleshoot computer hardware and software; install, configure and monitor antivirus software as appropriate; manage hardware and software refresh process; configure new and repurposed computer hardware; respond to technical support requests and keep users informed about the status of their outstanding requests; make recommendations for hardware and software standardization; provide copier and printer support.

- **Office 365 Management:** Administer user accounts and access control; manage Office 365 licenses; support all Office 365 applications.

- **Other Desktop Software Support:** Support and maintain critical software, such as Microsoft Office 365, Dropbox, SharePoint, Asana, Slack, Zoom, DocuSign, Keeper Security Enterprise Password Manager, Adobe Suite, and others.

- **AV System Support:** Support and maintain AV systems in multiple conference and meeting rooms, including projectors, touch displays, cameras, speakers, microphones, and Zoom Rooms; document and train staff on the conference room equipment and software; provide system recommendations to the Director of IT as needed.

- **Internal Operations Support and Strategic Project Initiatives:** Support the Director of IT in executing essential tasks that support the organization's operational and strategic priorities. Facilitating and enhancing process and efficiencies related to operational duties such as asset management, endpoint management, technology standards, and staff equipment refresh policies. This position will also support the Director of IT and vendors in executing major projects and transitions in a progressive, improvement-focused organization.

On a weekly basis, you will:
- Respond to technical support requests (in-person and via remote support).
- Update technical documentation.
- Assist staff with the installation and upgrade of standard desktop applications.
- Update and maintain asset management system.
- Monitor, remediate, and report security compliance issues (i.e., 1st and 3rd party patching, antivirus, endpoint management, password policy.)
- Provide staff equipment and application training.
- Gather customer satisfaction metrics.
- Deploy new staff computer equipment.

Goals for this position include:
- Assist the Director of Information Technology in implementing and administrating a new Mobile Device Management solution for all Apple devices.
- Package and deploy applications, printers, security policies, and patches to all Windows and macOS devices.
- Create and administrate a streamlined and efficient Windows and macOS imaging and deployment process.
  Facilitate the annual staff computer refresh program.

Benefits (To name a few!)
Morris Animal Foundation offers competitive pay, merit-based raises and bonuses, and ample growth and professional development opportunities for its employees. A full benefits package includes 100% paid premiums for employee health, dental, vision, LTD, life insurance and a 403b retirement account with up to 6% employer match. Employees are given accrued vacation time, six personal days per fiscal year, 10 paid holidays, a lifestyle and fitness reimbursement, work from home equipment reimbursements and nine weeks paid FMLA medical and parental leave. Come be a part of a compassionate and collaborative organization that is bursting with pride for its mission!

Position Specifications
Full-time, exempt position. Job duties include a general office environment, spent sitting and operating a computer and other office machinery. Must be able to read, write, and communicate fluently in English. If hired, you will be required to furnish proof of your eligibility to work in the U.S.

Work Location Requirements

Hybrid Work Model (some in office work required at MAF central office in Denver; exact amount depends on position duties, current projects and schedule needs.)

Colorado candidates preferred; Remote work may be considered in certain circumstances. MAF is not currently hiring in CA, HI, NY, NJ. Candidates are welcome to apply if willing to relocate prior to start date.

This position provides the opportunity to work in a hybrid model, operating both in the office and from home, depending on project assignment and daily staff needs. Given the physical computer and AV equipment support, this position will be expected to deliver on-site technical support several days per week.

Hiring Salary Range: $71,800-$81,100

How to Apply
Please email your resume and a cover letter that includes how you heard about this job and your salary requirements in a Word document or PDF, labeled with your complete name to the People & Culture Department at PCD@morrisanimalfoundation.org. Please list **Senior Desktop Support Technician** in the subject line of your email. **Incomplete and/or inaccurate applications will not be considered.**

Covid-19 Vaccination Policy
MAF is a science-based organization and supports the research community behind FDA-approved vaccines. MAF is also committed to protecting the health and well-being of our employees, their families, and members of our community against coronavirus (COVID-19) infection. Proof of Covid-19 vaccination will be required for all employees per our COVID-19 Vaccination Policy. Employees that are not vaccinated due to a qualifying medical condition or on the basis of a sincerely held religious belief can request accommodation at the time of the job offer.

Morris Animal Foundation Core Values*

Respect - We act with integrity and are accountable to the needs of others and respectful of their time, expertise and opinions. We listen and communicate thoughtfully, directly and openly, always assuming good intent. We are inclusive and value diversity.

Excellence – We advance animal health by funding only research that meets the highest scientific standards. We are committed to ensuring the best use of donor funds and Foundation resources to benefit animals everywhere.

Compassion - We care deeply about animals and the people who care for them. It is our responsibility and an honor to improve animal health.

Collaboration – We actively partner, creatively work together and freely share ideas to advance the science of animal health and grow our impact. We nurture, grow and educate the animal health community that shares our passion. Together we can do more.

Innovation – At our core, we value proven science but also seek creative solutions to meet the growing challenges of animal health in a changing global ecosystem. Based on what we learn, we constantly evolve to achieve our mission.

Determination - We are driven by our mission and seek answers with relentless pursuit. Using science as our compass, we develop pathways to animal health solutions. So long as animals face health concerns, we will continue to find answers.

*These are core competencies that are expected of all employees of Morris Animal Foundation.