

## IT Support Specialist

### Position Summary

The National Center for Civil and Human Rights is seeking an eager-to-learn, flexible self-starter who can hit the ground running. This role is 70% Help Desk support and 30% audio/visual (A/V) support for internal events, conferences, and exhibits. The ideal candidate is customer-focused, calm under pressure, and very familiar with Microsoft 365/Office 365, Microsoft Teams, and Azure Entra ID.

### Key Responsibilities

- Provide Tier 1–2 Help Desk support (in-person, remote, phone), meeting SLAs and documenting solutions.
- Troubleshoot Windows 11 and macOS systems, printers, peripherals, and common enterprise apps.
- Administer Microsoft 365/Office 365: user onboarding/offboarding, password resets, groups, licensing.
- Support SharePoint and OneDrive (permissions, sync, access).
- Support Teams (meetings, channels, calling, devices) and basic admin tasks.
- End-user support for Word, Excel, PowerPoint, Outlook, OneNote, and Teams.
- Manage Azure Entra ID (Azure AD): user/group admin and sign-in troubleshooting.
- Use Freshservice for tickets, asset inventory, and knowledge base creation/maintenance.
- Security and backup: ESET Antivirus (monitoring, remediation, policy compliance) and Veeam Backup (monitor jobs, validate restore points, assist with restores).
- Device deployment and maintenance: imaging/setup, OS/app updates, drivers, hardware swaps, EDR checks.
- Basic network troubleshooting (Wi-Fi, VPN, DHCP/DNS basics).

### A/V Support (~30%)

- Support internal events and conferences: room prep, signal flow checks, live support under time pressure.
- Set up projectors/displays, audio systems, laptops for presentations, and microphones.
- Support Microsoft Teams/Zoom conferencing, switchers, and meeting room systems.
- Maintain exhibits: update content/schedules; change projector lamps; routine A/V maintenance.
- Hardware supported: Epson projectors, NEC monitors, Crestron systems (control/touch panels/switching), and ELO POS systems.
- Diagnose and resolve cabling/signal issues (HDMI, DisplayPort, USB-C, audio), EDID/handshake, input routing; prepare contingencies (spares, adapters, backup inputs).

### Required Qualifications

- This is an onsite role with schedule flexibility needed for events/exhibits; occasional early/late hours.
- 1–3 years in IT Help Desk or Support (or equivalent hands-on experience).
- Strong familiarity with Microsoft 365/Office 365, including Word, Excel, PowerPoint, Outlook, OneNote, and Teams.
- Admin experience with users, groups, licensing; SharePoint/OneDrive; Teams basics.
- Azure Entra ID (Azure AD) for user/group management and sign-in troubleshooting.

- Hands-on support for Windows 11 and macOS.
- Freshservice or IT ticketing system experience (tickets, asset inventory, knowledge base).
- ESET Antivirus administration/remediation and Veeam Backup monitoring/restores.
- A/V fundamentals: Epson projectors, NEC monitors, microphones, mixers/amps, speakers, switchers.
- Crestron systems (basic configuration, monitoring, troubleshooting).
- Basic support for ELO POS systems (hardware setup, drivers/peripherals, network connectivity).
- Eager to learn and continue learning; proactive ownership and follow-through.
- Flexible, adaptable, and effective under pressure; excellent communication and customer service.
- Strong documentation habits and attention to detail.

### **Nice-to-Have**

- Intune/Endpoint Manager basics (enrollment, compliance, app deployment).
- Basic Crestron Toolbox/Virtual Control familiarity; ability to read signal-flow diagrams.
- PowerShell for user/license automation.
- CompTIA A+, Network+, Microsoft, or Crestron certifications.

### **Physical Requirements**

Reasonable accommodation may be made as needed.

- Capable of working on a computer for extended periods of time.
- Extended periods of sitting, walking and/or standing.
- Ability to lift, carry, and/or move up to 50 pounds.
- Bending, reaching, kneeling, crawling.

### **Employment Eligibility**

NCCHR is dedicated to the principles of equal employment opportunity. We prohibit unlawful discrimination against applicants or employees based on age (40 and over), race, sex, color, religion, sexual orientation, national origin, disability, veteran status, genetic information, gender identity, and any additional statuses protected by Title VII of the Civil Rights Act of 1964.

In compliance with federal law, all persons hired will be required to verify identity and eligibility to work in the United States and to complete the required employment eligibility verification document form upon hire.

### **About Us**

NCCHR is a museum and cultural organization that inspires the changemaker in each of us. Founded in 2014, NCCHR connects the US civil rights movement to global human rights movements around the world today. Our immersive and empathy-building experiences highlight people who have worked to protect rights and model how individuals create positive change. To learn more, visit our website [civilandhumanrights.org](https://civilandhumanrights.org).

Interested and qualified candidates please submit a cover letter and resume to [careers@civilandhumanrights.org](mailto:careers@civilandhumanrights.org).