



Local Initiatives Support Corporation
Client Services Specialist
Position Description

Local Initiatives Support Corporation (LISC) is seeking a Client Services Specialist with wide-ranging skills in network management, application support, hardware troubleshooting and user support skills. The position reports to the Manager of Client Services in the Information Technology Unit of LISC's New York City headquarters.

Overall Responsibility

The Client Services Specialist analyzes, troubleshoots, and maintains computer systems and applications for internal customers including Finance, HR, Development and other business units. The position supports systems across a 30-site MPLS WAN with approximately 500 Windows workstations, plus peripherals in a mixed Novell and Windows environment. The Client Services Specialist works in a fast-paced environment while maintaining superior customer service skills.

The position also assists with IT Unit activities including:

- End user support in proprietary and commercial software applications
- Server and network topology consolidation and maintenance
- Email migration/management
- Network switching and WAN routing
- Backup routines and data recovery
- Disaster recovery/business continuity plan implementation
- Remote access support (Citrix)

Job Requirements and Skill Sets

Knowledge with implementing and maintaining:

- Microsoft Server operating system and server software (MS SQL, Active Directory, etc.)
- Microsoft Workstation operating system and software (Windows XP, Windows Vista, MS Office 2003 and 2007)
- Novell Server operating system and software (GroupWise, ConsoleOne, Reload).
- Network and desktop hardware

Current working knowledge in the following is a plus:

- Crystal Reports, Ghost, Numara Track-It!, Tenrox, Backup Exec, DocuShare
- Software testing and implementation procedures
- Hand-held devices and PDA's (NotifyLink)

Experience/Education

- A 2-year or 4-year college degree or equivalent
- 3-5 years of experience in related roles

ABOUT LISC

LISC is a national non-profit intermediary that provides financial and technical assistance to community-based organizations and public entities focused on the redevelopment of urban neighborhoods and rural communities. The organization works in metropolitan areas and rural communities throughout the nation to assist its various partners in the development of affordable multi-family and senior housing, homeownership opportunities, commercial enterprises, community facilities and various community-building programs.

REPORTING

Client Services Specialist person reports to the Manager of Client Services.

ELIGIBILITY

LISC engages employees without regard to race, color, religion, creed, age, gender, marital status, or sexual orientation. All who believe they meet the stated qualifications are invited to apply.

COMPENSATION

LISC offers a competitive salary and excellent benefits.

PROCESS

To apply, please send resume and detailed cover letter to:

Michael Torres, Manager of Help Desk Services and Client Support
Local Initiatives Support Corporation
501 Seventh Avenue, 7th Floor, New York, New York 10018
(212) 697-4010 (fax); mtorres@lisc.org

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MINORITIES ARE ENCOURAGED TO APPLY