



Urban League of Broward County Job Vacancy Posting

Title: IT Desk Network Associate
Supervision: Facility and Property Division Manager
Division: Finance & Administration

Position Summary

The IT Desk Network Associate provides technical support, monitoring, and incident resolution for the Urban League of Broward County's IT infrastructure. This includes network connectivity, user access, cloud services, and endpoint systems, as well as responsible for handling service tickets, troubleshooting critical alerts, coordinating with Network Operations Center/Security Operations Center (NOC/SOC) teams, and maintaining operational stability across multiple systems and devices. The position combines Help Desk, NOC monitoring, and systems administration support.

Key Responsibilities

User Experience & Customer Success

- Oversee onboarding users and devices, account setup, training, and administrative IT requests.
- Manage and respond to service tickets involving network outages, device connectivity, and system alerts
- Managing and assisting IT inventory.

Infrastructure & Systems Management

- Troubleshoot infrastructure issues including packet loss, ISP failures, and system downtime
- Perform user administration tasks such as password resets, MFA setup, and account access troubleshooting.
- Performing Hardware repairs/upgrades on devices such as Laptops, and Desktop.
- Support Microsoft 365 environment including Teams issues and Exchange, managing SharePoint sites, Microsoft Defender, Microsoft Entra/Intune MDM.
- Managing Apple devices via Apple Business / Microsoft Intune MDM environment.
- Managing PaperCut (current printing system) printing services and server.
- Contacting third party for support on printers, and other devices.
- Contacting with IT providers and coordinating with NOC teams for network support.
- Investigate security alerts and coordinate with SOC teams for incident resolution
- Monitor systems including servers, switches, and network cloud services to ensure uptime.

Cross-Functional Collaboration

- Serve as the internal advocate for the customer, working closely with product, operations, and marketing teams.
- Translate user feedback into actionable insights to support continuous improvement.
- Ensure customer communications align with the organization's brand and mission
- Communicate with staff and internal teams regarding ticket updates and resolutions
- Document troubleshooting steps, findings, and resolutions in service tickets.
- Other duties may be assigned as needed to support business operations.
- Carry out additional tasks and responsibilities related to the role as directed by department director.

Education and Experience

Bachelor's degree or equivalent combination of education and experience in Information Technology, Computer Science or related field; Four (4) plus years of experience in IT support or service desk role; 2+ years of hands on/phone support work experience in a technical support role with customer service skills in a fast paced and dynamic environment.

OTHER SKILLS, ABILITIES, AND QUALIFICATIONS:

- 2+ years of working knowledge and diagnosis skills of Hardware/Software such as: Laptops and Desktops Computer Networking, Network Printers, Scanners, Ethernet, LAN/WAN, AD, DNS, Microsoft Office Applications, Citrix, AWS, AZURE, VMWare, Internet Protocols, Wireless Networking Protocols, Ticketing Systems, and VoIP Phone system
- Professional IT Certifications, such as: Certifications in A+, Network+, Microsoft MCT/MCSA, Azure Fundamentals
- Advanced understanding of operating systems, business applications, printing systems, and network systems
- 3–5 years of experience in customer success, client support, or user experience, preferably in a tech, nonprofit, or social enterprise setting.
- Exceptional interpersonal, communication, and problem-solving skills.
- Ability to work independently and cross-functionally in a dynamic, entrepreneurial environment.
- Resourceful with an eagerness to learn and stay current.
- Must be flexible and able to work in a team environment.
- Demonstrated ability to establish and maintain systems for organizing work; well-developed time management skills and ability to meet stringent deadlines and time constraints.
- Mature judgment and demonstrated ability to work with minimal supervision in a fast-paced work environment.
- Ability to balance the needs and expectations of multiple constituents.
- Positive and team-oriented attitude.

Key Competencies

- Advanced troubleshooting and analytical thinking
- Strong customer service and communication skills
- Ability to prioritize and manage multiple tasks in a fast-paced environment
- Self-motivated with a continuous learning mindset Team collaboration and cross-functional communication.

OTHER:

- Must have a valid Florida Driver's License and reliable transportation.
- Must have favorable Level 2 and Background Screening results.

Submit Cover Letter and Resume to:
HIRING@ULBCFL.ORG

THE URBAN LEAGUE OF BROWARD COUNTY IS AN EQUAL OPPORTUNITY EMPLOYER