Job title: Specialist, IT
Reports to: Director, Operations
Based in: NYC
Work setting: Hybrid, 3 days in the NYC Office

The compensation range for this role is between **$92,000 - $108,000**. This range is inclusive of a performance-based bonus, which is based on both team and individual performance, and is paid out annually. Our salary ranges are determined by location, work experience, and the role.

To apply, please send the English version of your resume and cover letter to careers@tent.org. If your background aligns with our needs, a member of our team will be in touch.

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About Tent Partnership for Refugees:
With more and more refugees displaced around the world for longer periods of time, businesses play a critical role in helping refugees integrate economically in their new communities. The Tent Partnership for Refugees was launched in 2016 by Hamdi Ulukaya, the CEO and founder of Chobani – a multibillion dollar food company in the U.S. – to mobilize leading businesses to help connect refugees to work. Today, Tent is a global network of over 500 major companies committed to hiring, training, and mentoring refugees. Find out more at www.tent.org.

About the role:

Tent is seeking a highly motivated, hands-on, and service-oriented IT professional to join our global team. The Specialist, IT will provide day-to-day technical support to employees working across multiple locations and time zones, helping ensure that devices, systems, applications, and collaboration tools operate effectively and securely.

In this role, you will provide onsite and remote Tier 1 and Tier 2 support, troubleshoot hardware and software issues, administer Microsoft 365 tools, assist with user onboarding and offboarding, and support Tent's device and access-management processes. You will also help maintain accurate IT documentation, coordinate with external vendors, and support basic cybersecurity and data-protection practices.

The ideal candidate combines strong technical and problem-solving skills with excellent customer service, clear communication, sound judgment, and the ability to support both technical and non-technical colleagues in a fast-paced, highly collaborative environment.

Key responsibilities:

End-user support

- Provide onsite and remote Tier 1 and Tier 2 technical support to employees across Tent's global offices.
- Troubleshoot hardware, software, connectivity, authentication, printing, and business-application issues.
- Support Windows and macOS computers, mobile devices, peripherals, and other endpoint technologies.
- Provide clear, user-friendly guidance and training to employees.
- Support conference-room technology, virtual meetings, video-conferencing platforms, and presentations.
- Escalate complex technical issues to the appropriate internal or external support provider.

Microsoft 365 and access administration

- Perform day-to-day Microsoft 365 administration, including user-account support, license assignments, group membership, and service-access troubleshooting.
- Support Exchange Online, Outlook, Teams, SharePoint, OneDrive, and other Microsoft 365 applications.
- Assist with shared mailboxes, distribution lists, calendar permissions, Teams membership, and approved access requests.
- Support user onboarding and offboarding by configuring accounts, devices, permissions, and software access.
- Maintain accurate records of access changes and ensure that required approvals are documented.

Device and IT operations

- Configure, deploy, maintain, and replace laptops, mobile devices, and related equipment.
- Support device management through Microsoft Intune, including enrollment, compliance checks, updates, patching, and monitoring.
- Maintain accurate device and software inventories.
- Assist with equipment procurement, shipping, retrieval, and vendor coordination.
- Support technology-refresh initiatives, office moves, new-location setups, and other IT projects.
- Help monitor system performance, backups, software updates, and basic network stability.

Cybersecurity support

- Assist with phishing reports, suspicious-email triage, account lockouts, password resets, multi-factor authentication, and other user-access issues.
- Support endpoint-security activities, including device-encryption checks, operating-system patching, malware-response tasks, and endpoint-protection alerts.
- Follow least-privilege and access-management practices when processing access requests.

- Help educate employees on phishing awareness, safe computing, secure collaboration, and the appropriate handling of company information.
- Escalate suspected security incidents, compromised accounts, data-exposure risks, and policy violations in accordance with established procedures.
- Support Tent's data-protection, privacy, and regulatory-compliance practices.

Documentation and continuous improvement

- **Document i**ncidents, requests, resolutions, configurations, and recurring issues in Tent's ticketing and knowledge-management systems.
- Maintain clear user guides, troubleshooting resources, and IT process documentation.
- Identify recurring technical issues and recommend opportunities to improve or automate processes.
- Coordinate with vendors and third-party service providers to resolve technical issues.
- Stay current with relevant developments in Microsoft 365, endpoint management, cybersecurity, and workplace technology.

What we are looking for:

Tent Culture:
*At Tent, every team member is guided by five core principles — **DOERS** — that define not just what we do, but how we do it. These principles are the behavioural foundation of our team, and we look for them in everyone who joins us.*

- **Dedicated to Our Mission** — You are genuinely invested in refugee economic integration. You take ownership of your work and go beyond your role when the mission requires it.
- **Obsessed with Impact** — You act with urgency and tenacity, and take personal accountability for results. You don't stop at effort — you care about what actually gets done.
- **Excellent in Execution** — You operate at the highest standards in everything you do. You bring precision and follow-through to your work and hold yourself to a bar that goes beyond what is required.
- **Relentless at Improving** — You proactively identify better ways of working and don't wait to be told to iterate. You are open to feedback and actively seek it.
- **Stronger through Collaboration** — You thrive in team environments, communicate openly, and build trust with colleagues and external partners alike.

Essential skills/experience:

- At least three years of experience providing end-user technical support in a corporate or professional environment.
- Experience providing Tier 1 and Tier 2 support for Windows and macOS devices.
- Experience troubleshooting hardware, software, mobile devices, printers, collaboration tools, and connectivity issues.
- Working experience administering and supporting Microsoft 365 services, including Exchange Online, Outlook, Teams, SharePoint, and OneDrive.
- Experience with Microsoft Intune or a comparable endpoint-management platform.

- Familiarity with Entra ID, identity and access management, multi-factor authentication, and user-access support.
- Experience using Jira Service Management or another ticketing or IT service-management platform.
- Working knowledge of network fundamentals, including Wi-Fi, VPNs, secure remote access, and basic LAN/WAN concepts.
- Understanding of cybersecurity fundamentals, including phishing awareness, endpoint protection, patching, device encryption, least-privilege access, and account-compromise response.
- Ability to document technical processes, troubleshooting steps, and support activities clearly and consistently.
- Strong written and verbal communication skills in English.
- Ability to independently prioritize and manage multiple requests while collaborating with colleagues across different locations and time zones.

Desired qualifications:

- Associate's or bachelor's degree in information technology, computer science, cybersecurity, or a related field.
- Experience supporting executives or other high-priority users with professionalism and discretion.
- Experience supporting a nonprofit, multinational, or distributed organization.
- Experience with meeting-room and video-conferencing technologies.
- Familiarity with Power BI, Microsoft Fabric, Azure services, or related Microsoft technologies.
- Basic scripting or automation experience.
- Interest in or experience using AI tools, such as Microsoft Copilot, Azure OpenAI, ChatGPT, or similar platforms.
- Relevant certifications, such as CompTIA A+, CompTIA Security+, Microsoft 365 Fundamentals, Microsoft Security, Compliance, and Identity Fundamentals, Apple Device Support, or ITIL Foundation.

Desired qualities:

- Service-oriented, patient, and comfortable supporting users with different levels of technical knowledge.
- Strong problem-solving and analytical skills.
- Clear and professional communication with both technical and non-technical colleagues.
- Highly organized and attentive to detail.
- Proactive, accountable, and comfortable working independently.
- Able to exercise discretion and appropriately handle confidential or sensitive information.
- Committed to Tent's mission.

Tent is an equal opportunity employer. Tent will not discriminate against any applicant for employment on any basis including, but not limited to: race, color, religion, sex, sexual orientation, gender identity, national origin, age, disability, veteran status, marital status, predisposing genetic characteristics and genetic information, or any other classification protected by federal, state and local laws. We are dedicated to ensuring that individuals with disabilities are provided reasonable accommodation to participate in the job application or interview

process, to perform essential job functions, and to receive other benefits and privileges of employment. Please contact us to request accommodation.