IT Technical Support Officer

higheredjobs.com/search/details.cfm



Position Deleted on 1/14/2026. This position is no longer an active posting on HigherEdJobs.

Type: Full-Time
Salary: $63,095 - $77,773 per year
Posted: 18 days ago
Category: IT Support and Training

JOHNS HOPKINS
UNIVERSITY

The **IT Technical Support Officer** provides frontline technical support for Jhpiego's global staff, including user support for equipment, software, networking, and cybersecurity. The role requires a service-oriented and organized professional who can troubleshoot, prioritize, and resolve a variety of IT issues while upholding global IT standards and policies.

The incumbent will support Jhpiego's growing digital ecosystem ranging from Microsoft 365 and Azure environments to endpoint management, AI-enabled productivity tools, and cybersecurity controls, ensuring a secure, reliable, and user-friendly experience. This includes managing service requests, maintaining IT assets, supporting secure connectivity, and assisting in technology evaluations and pilots related to AI, automation, and emerging technologies.

Specific Duties & Responsibilities:

Services and Support

- Respond to and resolve service requests, Install, configure, and manage laptops (Windows and MacOS).
- Dispatch, assign, and categorize help desk requests in the ticketing system.
- Remedy all issues relating to laptop security.
- Assist in monitoring and maintaining local network infrastructure including switches, routers, and wireless access points.
- Support basic firewall configurations and VPN access setup for remote users.
- Perform routine security checks on devices and reports vulnerabilities.
- Support patch management and antivirus updates across user devices.
- Verify that Microsoft Windows and Core Software are at current standard versions.
- Maintain IT equipment including replacement partsand warranties.
- Provide Audio/Visual support for web conferencing services: set up equipment, maintain conference rooms and coordinate delivery of services with the customer.
- Provide troubleshooting, reports reoccurring issues, and research trends for Jhpiego-supported systems.
- Troubleshoot Network Security Wireless, SharePoint and other related issues before escalating.
- Manage processes and procedures for loaner equipment, services and training for laptops, phones, tablets, projectors, and digital cameras.
- Build and maintain the computer core images using imaging software and/or similar tools.
- Train and support staff on Microsoft 365 toolsand core software.
- Conduct on-boarding and off-boarding sessions on Jhpiego's IT services and policies,
- Coordinate purchase and support with customers and vendors, for Jhpiego Software and hardware.
- Test core and noncore hardware\software for Apple and Windows devices.
- Perform routine endpoint and security checks; reports and remediate vulnerabilities.
- Support AI-based tools for collaboration and productivity (e.g., Copilot for M365).
- Test, evaluate, and recommend new technologies for improved efficiency and security.

Compliance & Security

- Ensure adherence to Jhpiego Global IT and Data Protection policies.
- Implement and monitors endpoint security, certificate management, and data encryption standards.
- Coordinate with Global IT team to develop a schedule for key activities and reviews.
- Document configurations, incidents, and changes per ITSM processes.
- Maintain IT asset inventory and assists in secure equipment disposal.
- Support cybersecurity awareness campaigns and reports on compliance posture.
- Follow Jhpiego's global IT Service Management (ITIL-based) procedures.

Collaboration & Projects

- Participate in local and global IT initiatives and pilots related to AI adoption, cybersecurity, and process automation.
- Prepare and shares periodic service and project reports.
- Collaborate with the Network and Security teams on escalated issues.
- Participate in Documenting and maintaining user guides, FAQs, and training resources.

Minimum Qualifications

- High school diploma or graduation equivalent.
- Three years of related experience, including help desk or comparable IT client service.
- Additional education may substitute for required experience and additional related experience may substitute for required education beyond a high school diploma/graduation equivalent, to the extent permitted by the JHU equivalency formula.
- Ability to travel internationally.

Preferred Qualifications

- ITIL Foundation and/or Microsoft Technology certifications preferred (e.g., MD-102, MS-900)
- CompTIA Network+ or CompTIA Security+
- Microsoft Certified: Security, Compliance, and Identity Fundamentals
- AI Fundamentals or equivalent certification
- Prior experience supporting users in a hybrid (on-site and remote) global environment.
- Exposure to cloud infrastructure (Azure) or IT operations automation tools.

Special Skills, Knowledge & Abilities:

Strong troubleshooting skills with working knowledge of network infrastructure, Active Directory, Azure AD (Entra ID), and security protocols.

- Basic understanding of TCP/IP, DNS, DHCP, VLANs, and Wi-Fi configuration.
- Familiarity with endpoint management using Microsoft Intune and Defender for Endpoint.
- Exposure to Zero Trust principles, identity protection, conditional access, and multi-factor authentication (MFA).

- Knowledge of cybersecurity best practices, such as phishing prevention, data classification, and device hardening.
- Awareness of AI-powered tools (e.g., Copilot, ChatGPT, Power Automate, or similar) and their safe, compliant use in workplace productivity.
- Experience supporting Windows and macOS laptops and mobile devices (iOS, Android).
- Proficiency with Microsoft 365 suite (Outlook, Teams, SharePoint, OneDrive).
- Strong customer service orientation, ability to communicate technical issues clearly to non-technical staff.
- Excellent written and verbal communication and documentation skills.
- Ability to manage multiple tasks, prioritize effectively, and work independently or collaboratively in a global team.
- Experience training staff in technology use and cybersecurity awareness.
- Back stop Jhpiego Help Desk team members, as scheduled in Baltimore/Washington DC

Classified Title: Sr. Technical Support Analyst
Job Posting Title (Working Title): IT Technical Support Officer
Role/Level/Range: ATO 37.5/03/OG
Starting Salary Range: $63,095 - $77,773 Commensurate with Experience
Employee group: Full Time
Schedule: Mon - Fri 8:30 AM - 5:00 PM
FLSA Status: Non-Exempt
Location: Jhpiego
Department name: 60000107-Global IT
Personnel area: Academic and Business Centers
The listed salary range represents the minimum and maximum Johns Hopkins University offers for this position, based on a good faith estimate at the time of posting. Actual compensation will vary depending on factors such as location, skills, experience, market conditions, education, and internal equity. Not all candidates will qualify for the highest salary in the range. Johns Hopkins provides a comprehensive benefits package supporting health, career, and retirement. Learn more: https://hr.jhu.edu/benefits-worklife/. Equal Opportunity Employer
All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability, or status as a protected veteran. EEO is the Law https://www.eeoc.gov/sites/default/files/2023-06/22-088_EEOC_KnowYourRights6.12ScreenRdr.pdf

Related Searches:

IT Support and Training