

**JOB TITLE:** Sr. Technical Support Engineer

**Job Location:** Kappa Alpha Psi® Fraternity, Inc.  
International Headquarters  
2322-24 N. Broad Street  
Philadelphia, PA 19132



**Position Type:** Full-Time  
(DAY TO DAY OPERATIONS IN PHILADELPHIA, PA)

**Salary:** \$80,000.00 to \$85,000.00

**Opening Date:** November 1, 2023

**Closing Date:** November 30 ,2023 @ 5:00 p.m. (Eastern Standard Time)

### KEY BEHAVIORAL TRAITS

The consistent display of these behaviors is essential to continued employment:

- *Professionalism:* Treats others with respect. Accepts feedback without defensiveness. Understanding the needs of the organization might outweigh personal feelings and still provides diligent and careful work product.
- *Good Judgment:* Considers impact of personal and professional choices. Consistently makes decisions in keeping with organizational values, supervisor's direction, and sound reasoning.
- *Problem Solving:* Able to handle common problems without supervisor intervention while knowing when supervisor participation is warranted. Able to foresee when actions might have consequences to others and communicate appropriately before implementing changes.
- *Organizational Culture:* A commitment to International Headquarters' mission. Familiarity or experience with issues that impact the lives of people supported by International Headquarters. Sensitive to issues of confidentiality and diversity.

**SUMMARY:** The Technical Support Engineer's primary aim is to provide support to the organization's IT systems to help meet business goals. This position ensures that all computers and networks operate efficiently, and that all software is up to date. As a Technical Support Engineer, you will also handle incoming technical support questions from fraternity members and take on any special assignments and projects delegated by the Executive Director or his designee.

**DUTIES AND RESPONSIBILITIES:**

- Support daily technical support activities for desktop, network, and data management.
- Create and maintain technical documentation.
- Trains users on new software in person or through a variety of tutorial channels, including self-guided training videos, user manuals, and digital instruction pages.
- Maintain all licensing and software according to compliance rules.
- Update, generate and create scheduled reports.
- Manage daily and weekly system backups.
- Make suggestions for technological improvements, including initiation of purchase or capital requests for systems improvements.
- Assists with the set-up and operations of Grand Chapter Meetings on-site registration operations.
- Manage configuration and maintenance of Salesforce's customer relationship management (CRM) platform.
- Directly supervises assigned employees within the technical support department.

**QUALIFICATIONS:**

- Bachelor's Degree (BA) from four-year college or university, or three to five years of related experience and/or training, or equivalent combination of education and experience.
- Experience managing Windows and Mac operating systems.
- Experience managing Office 365.
- Network administration experience.
- Microsoft Office suite proficiency.
- Experience with Salesforce

**DESIRED:**

- Experience managing Windows and Mac operating systems.
- CompTIA A+ Certification
- HDI - Desktop Support Technician Certification
- Salesforce Certified Administrator
- Salesforce Certified Advanced Administrator

**PHYSICAL DEMANDS AND WORK ENVIRONMENT:**

- Occasionally required to stand.
- Occasionally required to walk.
- Frequently required to sit.
- Continually required to utilize hand and finger dexterity.
- Frequently required to talk or hear.
- While performing the duties of this job, the noise level in the work environment is usually moderate.
- Specific vision abilities required by this job include close vision and ability to adjust focus.

## SUBMISSION INSTRUCTIONS

- Please submit all requested documents at [IHQjobs@KappaAlphaPsi1911.com](mailto:IHQjobs@KappaAlphaPsi1911.com)
  - Cover Letter should be addressed to John F. Burrell, Executive Director
  - 2x2 professional passport size color photo
  - Professional Resume (please include fraternity membership number in your header)
- Three signed letters:
- Three letters of professional recommendations

### **All letters of recommendation should be address to:**

John F. Burrell, Executive Director  
Kappa Alpha Psi Fraternity, Inc.  
International Headquarters  
2320-24 North Broad Street  
Philadelphia, PA 19132

*-About Kappa Alpha Psi Fraternity, Inc.-*

*Kappa Alpha Psi Fraternity, Incorporated is a collegiate Greek-letter fraternity with an African American membership. Since the fraternity's founding on January 5, 1911, at Indiana University Bloomington, the fraternity has never limited membership based on color, creed or national origin. Kappa Alpha Psi sponsors programs providing community service, social welfare and academic scholarship through the Kappa Alpha Psi Foundation and is a supporter of the St. Jude Children's Hospital, United Negro College Fund and Habitat for Humanity. For more information on Kappa Alpha Psi Fraternity and its programs, log onto [www.kappaalphapsi1911.com](http://www.kappaalphapsi1911.com).*