



ZAKAT
FOUNDATION
of AMERICA

The Leader in Empowering Lives Through Zakat

IT Support

Job Summary

The IT Support is responsible for providing technical support and maintaining the technology infrastructure for the Zakat Foundation of America (ZFA) New Jersey Office and the Yusuf Islahi Center. This position serves as the first point of contact for end-user technical support, ensuring timely resolution of hardware, software, network, and system-related issues. The IT Support works closely with the IT Manager to support daily IT operations, maintain technology assets, and ensure reliable and secure technology services across the organization. This position reports directly to the IT Manager and may collaborate with other departments to support organizational operations, events, and technology initiatives.

Duties and Responsibilities

- Responds and follow up on helpdesk tickets submitted via phone, email, and walk-ups.
- Resolves issues directly, whether remotely or on site; escalate issues to senior technical personnel as necessary.
- Travels to the different offices whenever onsite presence is required.
- Creates and maintains documentation for daily tasks, end user instructions, recurring issues, standard procedures, and other items.
- Maintains hardware and software inventories.
- Deploys / decommissions computers, printers, scanners, phones or other hardware
- Creates and manages of user accounts / groups in Active Directory, Exchange, Office 365.
- Create and manage employee badges, ensuring accurate identification and appropriate access permissions.
- Assist with the maintenance and administration of VoIP phone system accounts, including user setup, configuration, and troubleshooting.
- Perform routine server software updates to maintain system security, stability, and performance.
- Apply operating system and software patches to workstations to ensure security and compliance.
- Configure and support VPN access for employees requiring secure remote connectivity.
- Configure and maintain router VLANs to support secure and efficient network segmentation.
- Install, terminate, repair, and replace RJ45 network cabling as needed to maintain reliable network connectivity.



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- Configure and support network connectivity for wireless access points and VoIP phone systems across office locations.
- Manage Microsoft Entra ID permissions and user access, ensuring appropriate security and role-based access controls.
- Print, issue, and maintain employee identification cards in accordance with organizational policies.
- Manage key fobs and building access credentials, including issuance, activation, deactivation, and replacement.
- Create, assign, and manage phone extensions to support organizational communication needs.
- Maintain and track inventory of all IT equipment and technology assets, including lifecycle documentation and asset records.
- Manage files and shared resources across Windows, macOS, and Linux environments, ensuring organization, accessibility, and security.
- Administer and maintain the New Jersey file servers for both Windows and macOS users, including permissions, storage, and file access.
- Provide regular updates and reports to the IT Manager regarding IT operations, projects, system issues, inventory, and support activities.

Requirements

1. Bachelor's degree in Information Technology, Computer Science, Information Systems, Computer Engineering, or a related field. Equivalent combination of education, technical certifications, and relevant work experience may be considered.
2. Exceptional ability to work independently as well as in a team setting.
3. Excellent written and oral communication skills; the ability to communicate effectively with colleagues and partners.
4. Comfort with outreach conversations and follow-up communication.
5. Strong organizational skills and an eye for creating clean, welcoming spaces.
6. Reliability, responsibility, and commitment to ZF's mission.
7. Knowledgeable computer skills: Microsoft Office and email/internet software and strong keyboarding skills.
8. Must be a U.S citizen or permanent resident.
9. IT skills.

Environment

1. Position requires frequent and regular phone and computer use.
2. Workplace is smoke-free and drug-free environment.
3. Local travel required to meetings, events.
4. Equal opportunity employer