**Operations Support Job Ref. #21-10**

**About TERC:**

TERC is a nonprofit made up of teams of math and science education and research experts dedicated to innovation and creative problem solving. At the frontier of theory and practice, TERC’s work encompasses research, content and curriculum development, technology innovation, professional development, and program evaluation. TERC has a passion for social justice and strives to create level playing fields for all learners, reaching more than three million students every year.

Located in a historic factory building between Porter & Davis Squares, TERC has a great work environment with a casual dress code. We are a relatively small organization but we are tech heavy for our size.

**Commitment to Diversity, Equity, Inclusion & Belonging (DEIB)**

TERC envisions a work community of diverse, multicultural talent that transforms futures through math and science education research.  As such we are committed to antiracist education and other critical frameworks to cultivate equitable STEM learning environments and transformative social justice in the diverse communities we serve. Read our [Diversity, Equity, Inclusion, and Belonging Statement](https://www.terc.edu/about-terc/diversity-statement/).

TERC actively seeks to diversify its staff; we deeply believe that the inclusion of diverse perspectives, ideas, and characteristics (race, ethnicity, national origin, gender identity, sexual orientation, socioeconomic status, religion, disability, protected veteran status, age, and more) contributes to the creativity and impact of our research, and the professional development and experiences of our employees.  All hiring practices, personnel actions, and benefits are administered equally, without regard to the aforementioned characteristics.  For more detail, please read our [EEO Policy Statement](https://www.terc.edu/eeo-policy-statement/).

**About the Role:**

The Operations Support role provides general support for two departments, Facilities and IT.

TERC is an all Mac environment; some familiarity with Apple hardware and software is important to the role. The successful candidate will have regular direct interaction with staff via a variety of remote methods as well as distanced in-person interaction. They will thrive in a team environment, but also be able to tackle small projects on their own.

This is a full-time non-exempt support position. TERC has a hybrid work environment; while some work (approximately 25%) may be conducted remotely, the successful candidate will primarily work onsite at our offices in Cambridge, MA.

Interviews will be conducted remotely via Zoom.

**Responsibilities:**

* Monitors ticketing system, selecting from standard responses, providing links to documentation, or assigning tickets to others as appropriate.
* Submits tickets to Management Company regarding maintenance needs.
* Assists with general office support tasks such as handling incoming/outgoing mail, refilling supplies, and maintaining clean and organized public spaces.
* Assists with tracking inventory of equipment and supplies.
* Provides basic support for equipment and services, using provided documentation and standard practices. This may include printers, scanners, mailing equipment, audiovisual equipment, workstation equipment, and staff laptops.

**Requirements:**

* High school diploma or equivalent
* A high attention to detail
* Interest and willingness to learn new tools and technology
* Strong analytical and problem-solving skills
* Strong written and oral English communication skills

**When applying, you will be asked:**

* Upload your resume and cover letter to: [HR Apply](https://recruiting.paylocity.com/recruiting/jobs/Details/793753/TERC-Inc/IT-Operations-Support)
* Are you a macOS user?
* How many years of desktop support experience do you have?
* How many years of office experience do you have?
* Are you comfortable with working in an onsite office environment in Cambridge, MA?

The salary range for this position is $43,000 - $48,000. Excellent benefits. Please do not call and no recruiter or agency inquires. **(Job Ref. #21-10)**

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