



Solve pollution. Save lives. Protect the planet.

IT Assistant New York, NY

About Pure Earth:

Pure Earth is a growing international nonprofit addressing one of the most urgent yet solvable global health crises: toxic pollution and its profound impacts on human health. We specialize in preventing exposure to lead and other toxins in low- and middle-income countries, embedding solutions into government systems that outlast any single project or grant.

With substantial multi-year funding through the Audacious Project, Bloomberg Philanthropies, Coefficient Giving, and other partners, secured through 2033, Pure Earth is leading one of the largest concentrated efforts ever undertaken to end childhood lead poisoning. We are scaling proven interventions across dozens of countries in Latin America, Africa, and Asia, working in partnership with governments, multilateral organizations, leading philanthropies, and frontline organizations to identify exposure sources, mitigate contamination, and improve policies and regulation.

Pure Earth holds top ratings from Charity Navigator and Candid, and our work has been featured on the TED mainstage and across major news and global health outlets. At Pure Earth, you'll join an agile, mission-driven team that translates science and innovation into measurable impact, with the resources, partnerships, and ambition to deliver change at scale.

Position Overview:

The IT Assistant will support and enhance the organization's Microsoft 365 collaboration environment, with a primary focus on SharePoint Online and Microsoft Teams. This role will work closely with the Digital Workspace Manager to administer collaboration tools, support end users, improve digital workplace experiences, and assist with automation initiatives using Microsoft Power Platform technologies.

The ideal candidate is customer-focused, technically curious, and eager to build expertise in Microsoft's modern workplace ecosystem. They should possess hands-on experience with SharePoint Online and Microsoft Teams administration and have a strong desire to learn and grow within a collaborative IT environment.

Reporting and Team Structure:

Reports to: Digital Workspace Manager

The IT Assistant will partner with the Digital Workspace Manager to support collaboration and productivity solutions across the organization. This position offers the opportunity to develop expertise in Microsoft 365 administration, digital workplace technologies, user adoption, governance, and business process automation.

Work Location:

New York, NY, Hybrid

Employment Type:

Full-Time, Exempt

Scope of Work:

Key responsibilities include but are not limited to:

Microsoft SharePoint Administration

- Create and maintain SharePoint sites, lists, libraries, and related content structures.
- Configure metadata, content types, document management processes, and custom views.
- Manage SharePoint permissions and security using established governance practices.
- Support site owners and end users with SharePoint best practices and troubleshooting.
- Assist with information architecture, content organization, and user experience improvements.
- Monitor and maintain SharePoint environments to ensure compliance with organizational standards.

Microsoft Teams Administration

- Create, configure, and manage Microsoft Teams and associated channels.
- Manage team membership, ownership, permissions, and access requests.
- Configure and support Teams apps, tabs, integrations, and collaboration tools.
- Support users with Teams functionality, meetings, chat, and file collaboration.
- Assist with Teams governance, lifecycle management, and organizational standards.

Microsoft 365 Support

- Provide Tier 1 and Tier 2 support for Microsoft 365 applications and services.
- Troubleshoot and resolve user issues related to SharePoint, Teams, OneDrive, and related collaboration tools.
- Create and maintain user guides, training materials, and knowledge base documentation.
- Assist with onboarding and offboarding activities as assigned.
- Support user adoption initiatives and promote best practices across the organization.

Process Automation & Power Platform (Preferred)

- Assist in developing and maintaining Power Apps solutions.
- Create and support Power Automate workflows that improve business processes and operational efficiency.
- Identify opportunities to automate manual processes and enhance productivity.
- Support governance and best practices related to Power Platform solutions.

Required Qualifications and Experiences:

Experience

- 1-3 years of experience supporting Microsoft 365 environments.
- Experience administering SharePoint Online and Microsoft Teams.
- Hands-on experience with:
 - Creating and managing SharePoint lists and libraries
 - Configuring metadata and custom views
 - Managing permissions and security access
 - Creating and administering Microsoft Teams and channels
 - Supporting end users in a Microsoft 365 environment
- Strong troubleshooting and problem-solving skills.
- Excellent customer service and communication skills.
- Ability to communicate effectively with both technical and non-technical audiences.
- Strong organizational skills and attention to detail.
- Ability to manage multiple priorities in a fast-paced environment.

Preferred Qualifications

- Microsoft Power Apps
 - Microsoft Power Automate
 - Microsoft Lists
 - Microsoft Forms
 - Microsoft Planner

- Knowledge of SharePoint governance, information architecture, and content management best practices.
- Experience supporting digital workplace initiatives and user adoption programs.
- Microsoft 365, SharePoint, or Power Platform certifications.
- Experience creating user documentation and delivering end-user training.

Desired Skills & Attributes

The successful candidate will:

- Have a passion for technology and continuous learning.
- Enjoy helping users and delivering exceptional customer service.
- Demonstrate initiative and a proactive approach to problem-solving.
- Be comfortable working independently while collaborating closely with team members.
- Have an interest in modern workplace technologies, collaboration platforms, and process automation.
- Possess a strong attention to detail and commitment to quality.

Work Environment:

This is a hybrid role based at Pure Earth's New York office. In-person attendance is required on Tuesdays, Wednesdays, and Thursdays, or as otherwise required by the role. Occasional flexibility in hours may be needed to support office events, deliveries, or maintenance.

Salary:

This is an hourly, non-exempt L2 position with an anticipated pay rate of \$31 per hour.

Equal Employment Opportunity

It is the policy of Pure Earth to provide equal opportunity for all qualified persons and not discriminate against any employee or applicant for employment because of race, color, religion, sex, gender or gender identity, age, national origin, disability, sexual orientation or any other protected status.

This job description may be revised and updated as required to meet organizational objectives.