

Position Description

Title: IT Support Specialist

Reports to: Director of Technology Services

Benefits: Medical, Dental, Vision, Life, FSA, 401(k), Paid-Time Off, Paid Holidays

Job Summary

The IT Support Specialist will work in a client-focused environment assisting the Director of Technology Services with servicing the needs of advisors and clients. This position will assist staff with various technology needs and assist in implementing cybersecurity plans, systems management, and cybersecurity audits.

Duties and Responsibilities

- Assist with remote hardware and software troubleshooting in a Windows environment.
- Daily review of activity and security logs from firewalls, systems management, and antivirus cloud-based consoles.
- Daily review of data backup logs.
- User account management in online services such as Microsoft Office 365 and Citrix ShareFile.
- Participation in the firm's cybersecurity committee, cybersecurity audits and cybersecurity surveillance.
- Provide support to system users including hardware support such as computers, printers, scanners, and software programs.
- Track and update IT tasks and tickets until successful completion.
- Other duties as assigned by the Director of Technology Services.

Requirements and Qualifications

- Bachelor's degree in computer or business-related technology from an accredited college or university.
- Minimum 3 years' experience in technical support role.
- Knowledge of personal computer components integration and home or small office networking.
- Proficiency with Microsoft Office 365 administration and Salesforce CRM systems. Knowledge of Citrix Sharefile administration is a plus.
- Ability to effectively communicate with peers and clients.
- Ability to troubleshoot and solve problems remotely.
- Highly developed intrapersonal skills and customer service skills.
- Strong organizational and project coordination skills with the ability and experience to handle and prioritize multiple assignments and conflicting deadlines, while providing a high level of client service.
- Ability to work effectively under pressure with tight deadlines, with attention to detail, and the ability to handle conflict and negotiate resolution.
- Excellent written and verbal communication skills – clear, concise and organized.
- Ability to work in a team-based environment, proactively covering and sharing task responsibilities with other team members.
- Be self-motivated, show initiative and creativity in all aspects of work (e.g. creating new methods to streamline tasks).
- Work independently with little supervision and knows when to ask for guidance, clarification, assistance.
- Possess a high level of professionalism, confidentiality, discretion and judgment.
- Desire/ability to work successfully in a small company environment.