



POSITION SUMMARY

Meketa Investment Group is growing! We have an immediate opening for a Helpdesk Support Analyst in our Westwood, MA office to provide technical support to employees at multiple sites via telephone, in person and remote screen sharing. The Helpdesk Support Analyst troubleshoots hardware and software application issues, installs and upgrades software, and repairs computer equipment. This individual should be organized and reliable with the ability to multi-task and prioritize issues while possessing a highly professional demeanor. This individual must be able to communicate concisely and clearly to a varied user base in a professional finance environment.

Duties & Skills Required:

- Respond to technical support calls
- Troubleshoot desktop hardware and application software issues
- Software installation and support of commercial software and related upgrades
- Update solutions database with applicable resolutions
- Problem solving, hardware/software installation and configuration based on computing standards, and client support for all network and desktop
- Assist with setting up new users in Active Directory
- Installs and configures computers, monitors, and peripherals such as printers, scanners, and related hardware
- Maintains, upgrades and repairs PCs/laptops and Window desktop applications for all systems
- Keep abreast of current technology through self-study
- IT documentation including processes, procedures, and system configurations
- Assist in conducting quarterly off-hour disaster recovery exercises
- Some travel possible to remote offices for special projects or to provide coverage (locations include San Diego, Miami, Chicago and Portland).
- 2 years' experience preferred or industry certifications / technical degree. Work with a great team of experienced IT Professionals in a growing company and a fantastic work environment. Competitive salary commensurate with experience.

Proficient use and troubleshooting skills in the following areas:

- Windows 7-10/MS Office 2013/Outlook email
- Microsoft Active Directory/ Windows Server 2008-2012/MS Exchange
- Mobile Device Management / iPhone
- Local / Network Printer Support / Networking Support
- Remote Access Solutions, Citrix XenApp, (VPN) or related Troubleshooting
- Internet Explorer/Edge, Firefox, Chrome, Safari
- Telecommunications VOIP / Mitel Telephony
- Video conferencing Cisco / Tandberg / Zoom Video Conferencing