Supporting *technology* is easy for you. You could do that part in your sleep. It's supporting the *users* that usually poses the challenge. What if you could work with a tech-savvy group of users without the start-up hours? Meketa Investment Group has that and more…

WHAT WE HAVE TO OFFER THAT'S DIFFERENT

- We like to think we're just the **right size** - not so large that you're lost on an IT team and never get to touch the cool stuff; and not so small you're constantly putting out fires with no time to work on pet projects. (You'd be supporting about 50 local users, and another 25 remote users in partnership with the rest of the IT department.)
- We are **tech-oriented**. We recognize its importance, and we allocate financial resources accordingly. You'll get to work with a wide variety of high-quality/up-to-date hardware and software.
- We have **fantastic people**. The users you'll get to support are smart, respectful, and easy to work with. The leadership group is approachable, down-to-earth, and pragmatic. There are no egos or office politics here.
- We encourage **development**. You will have the opportunity to learn in both a personal and professional entrepreneurial environment.

WHAT A DAY IN THE OFFICE MAY LOOK LIKE

9am   Spent the first two hours of the day cleaning up the HelpDesk queue by prioritizing the urgent tickets. Called a remote user office user as well as working with two more users locally in Carlsbad. Felt accomplished closing out those three items.

11am   Spent an hour preparing for the arrival of a new employee. Set up Outlook email, added a Citrix profile, started to wipe a Dell desktop tower, and answered a quick call from a user who needed help reinstalling a printer.

Noon   Walked along the Carlsbad Flower Fields and ate my lunch on a bench overlooking the ocean and blossoms.

12:30 Participated in an IT team meeting. Discussed the roll out of a new version of Microsoft Office and a tricky technical issue that someone on the team is working on.

1:30   Spent an hour working through Microsoft SharePoint training on Lynda.com.

2:30   Got called into the conference room to troubleshoot the videoconferencing equipment. One of two remote locations was not connecting. Discovered they had entered an incorrect meeting ID and were able to connect moments before the meeting started. Earned my "Everyday Hero" badge for the day.

3:00   Spent the last two hours of the day creating an instructional video on how to use the Zoom software application

5:00   Leave for the day knowing that I was helpful, productive, and my contributions were appreciated.

WHAT WE ARE LOOKING FOR

This is a non-exempt, mid-level position. Our hope is that you have a few years' experience in an IT department, are able to work independently as well as with diverse teams; you are customer service oriented with a true desire to help others; and you enjoy problem-solving and the challenge of troubleshooting software, hardware, and systems. We are creative in how we view candidates - aptitude, desire to develop indefinitely, and cultural fit are more important than having exactly the "right" credentials. If you've made it this far in this posting, we encourage you to take the next step and submit your resume for the position. And, if you don't have similar experience to the day outlined above, but still feel that you are a good candidate, please include a cover letter explaining why.