POSITION SUMMARY

We have an immediate opening for a Technology Support Analyst in our Carlsbad, CA office to provide technical support to employees at multiple sites via telephone, in person and remote screen sharing. The Technical Support Analyst troubleshoots hardware and software application issues, installs and upgrades software, and repairs computer equipment. Additionally provision and maintain network devices and servers.

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. This position requires a combination of server administration and help desk support in conjunction with a remote team of IT support analysts.

Duties & Skills Required:

- Respond to technical support calls
- Maintains, upgrades and repairs PCs/laptops and Windows desktop applications for all systems
- Troubleshoot desktop hardware and application software issues
- Problem solving, hardware/software installation and configuration based on computing standards, and client support for all network and desktop
- Software installation and support of commercial software and related upgrades
- Installs and configures computers, monitors, and peripherals such as printers, scanners, and related hardware
- Update solutions database with applicable resolutions
- Setting up new users in Active Directory
- Building, configuring, and deploying Microsoft Windows based server solutions
- Supporting Microsoft Windows Server/Active Directory, Citrix, VMware
- Keep abreast of current technology through self-study
- IT documentation including processes, procedures, and system configurations
- Technical lead in maintaining disaster recovery environment and participate in conducting quarterly off-hour disaster recovery exercises
- Some travel possible to remote offices for special projects or to provide coverage (locations include Boston, Miami, Chicago and Portland).
- Monitoring and maintenance of all Network Services to ensure continuous availability (1-hour on-site response times are expected in the event of a disruption of service) and provide after-hours support as needed
- 4+ 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

- VMWare Virtualization
- Local / Network Printer Support / Networking Support
- Remote Access Solutions, Citrix XenApp, (VPN) or related Troubleshooting
- Telecommunications VOIP / Mitel Telephony
- Video conferencing Cisco / Skype / Zoom Video Conferencing

Physical Requirements:

Somewhat sedentary with intermittent standing, walking, bending and/or stooping; occasional lifting, carrying, pulling and/or pushing of objects weighing 50 pounds or less; occasionally kneel, crouch, or crawl; ability to travel and/or drive to a variety of locations as needed to conduct business (less than 5% of the time); subject to frequent to constant visual stress, and repetitive use of hands, shoulders, wrists and forearms for extended periods of time while using a computer keyboard and/or mouse

Emotional Requirements:

Ability to develop and maintain effective working relationships involving appropriate interactions and communications personally, by phone and in writing with a variety of individuals and/or groups of individuals from diverse backgrounds on a regular, ongoing basis; ability to concentrate on detailed tasks for extended periods of time, and to work effectively under pressure on a variety of tasks concurrently while meeting established deadlines and changing priorities.

Working Conditions:

Primarily works in indoor office and/or computer room environments; subject to frequent contacts with and interruptions by individuals in person or by phone or email; exposure to computer room operations noise; may work during evening hours including weekends and/or holidays on an as-needed basis. Must be able to respond to emergency on-site requests by arriving at the supported office within one hour of notification of system disruption. As we are a financial firm background checks are required.