



POSITION SUMMARY

We have an opening for a Technology Support Analyst in our Carlsbad, CA office. The Technology Support Analyst works with a team of IT professionals to provide technology support to employees at multiple sites both in-person and remotely. Additionally this person assists with managing our corporate network and servers and is involved with various IT projects and initiatives. The ideal candidate enjoys solving problems and can prioritize competing requests.

Essential Responsibilities:

- Manage, prioritize, and respond to employee support requests
- Troubleshoot system hardware and software issues
- Provide application support including Microsoft Office and various financial programs
- Install, configure, and maintain employee Windows 10 systems and related peripherals
- Deploy and maintain Microsoft Windows Server based applications
- Update solutions database with applicable resolutions
- Keep abreast of current technology through self-study
- Contribute to IT documentation including processes, procedures, and system configurations
- Participate in conducting quarterly disaster recovery exercises
- Occasional travel to remote Meketa offices
- Assist in the monitoring and maintenance of all network services and circuits
- Participate in rotating after-hours support triage
- Train employees in the effective use of corporate applications and technologies
- Occasional overtime as needed
- Technical 2-year degree (Computer Science, Information Security, Information Technology) preferred
- 4 years minimum experience preferred

Desired Technology Experience:

- Citrix XenApp 7 or newer
- Enterprise firewalls
- Enterprise phone systems
- Microsoft Azure
- Microsoft Office 365
- Microsoft Windows Server OS and Active Directory
- Mobile Device Management /iOS/Android OS
- SharePoint
- VMWare
- Windows 10
- 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

People Interaction 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 two hours of notification of system disruption. As we are a financial firm background checks are required.