

TITLE: IT Support Specialist
REPORTS TO: Chief Information Officer
HOURS: Full-time with the ability to work flexible hours (salaried position)

Description

Quest CE is a leading compliance technology company with expertise in simplifying state and federal regulations for C-level contacts/decision-makers in the financial services industry (broker-dealers, investment advisory firms, etc.).

We are seeking a service-oriented and self-motivated professional to join our IT support team. In this role, you will focus on maintaining and monitoring the computer systems and networks for our company. You will be tasked with solving complex technical issues and will also collaborate with team members across all departments to assist them with their technical needs.

The right candidate will be an enthusiastic, self-starter that is not afraid of being a part of an industry/business that is driven by innovation, and therefore, constantly evolving.

Responsibilities

- Back-up to the Senior Systems Administrator, as needed
- Respond to support calls for all corporate technology infrastructure related concerns and log all calls
- Assist with the installation, configuration, and support of all company technology systems (servers, desktops, laptops, firewalls, networking equipment, etc.).
- Apply operating system updates, patches, and configuration changes, as directed.
- Maintain procedures and reports that provide technical support to the entire organization.
- Organize and file documentation pertaining to warranties and instructional guides for computer hardware
- Analyze records and logs to spot underlying trends and potential issues and report findings to management.
- Work with the Senior Systems Administrator to resolve technical issues related to network interruptions
- Install and set-up new equipment, add access to it for our network, and provide users with support and training.
- Assist team members and/or clients through steps to help them resolve their technical problems.
- Actively update, maintain, and monitor all aspects of computer networks, as needed
- Support the implementation of new solutions or applications.
- Support company ERP and complete ERP administration training
- Support company phone system and administer when needed

Requirements

- A Bachelor's degree in computer science (MIS) or related technology field is preferred
- 3-5 years of relevant experience in an IT Support role
- Extensive experience working with and supporting the Windows OS in a corporate setting
- Comfortable working in and assisting others through company help desk software, such as Spiceworks and LogMeIn
- Basic understanding of RSA as it relates to 2FA
- Basic understanding of secure IT environments
- Basic understanding of VM Ware administration
- Experience supporting a corporate ERP (ex: NetSuite) is preferred, but not required
- Ability to quickly learn new technology and apply a high level of problem-solving skills
- Possess excellent interpersonal and communication skills, both written and verbal, and the ability to effectively communicate with clients (internal and external).

What We Offer

- A highly competitive compensation plan (*Base Salary range of \$45k to \$55k, dependent on experience*)
- An innovative, collaborative culture. We **believe** in culture
- Fun, flexible, and casual work environment, located in a newly designed office space, with amazing people
- Free snacks, coffee, and soft drinks
- Paid vacations and holidays
- Great benefits including medical, dental, and vision insurance, Health Savings Account, 401K with company match
- Free gym access, located on the first floor of the building