



DWIGHT CAPITAL

Technical Support Specialist

Qualifications

- Excellent written and verbal skills
- Strong work ethic, attention to detail, and proven track record
- Client-oriented disposition
- Knowledge of Microsoft standard office applications (Word, Excel, PowerPoint, Outlook) and Microsoft Windows operating systems
- Enthusiastic willingness to learn current IT technologies and their implementation
- Problem-solving and critical thinking mindset
- Knowledge of PC and Mac hardware components, wired and wireless networking, and internet technologies
- Experience with Microsoft 365, and SharePoint in the MS 365 environment preferred
- A+ or Microsoft Desktop Certification preferred
- B.S. in Computer Science preferred
- Lifting a minimum of 20 lbs. is required

Responsibilities

- Remote and On-Site day-to-day support of user desktops, laptops, phones, printers, and the general office environment
- Maintaining the help desk ticketing system and keep up with ticket logs
- Installing, supporting and maintaining PC hardware including desktops, notebooks, monitors, printers, other peripherals, and AV equipment
- Setting up and maintaining email accounts, distribution lists, etc. for new employees
- Installing, supporting and maintaining PC applications in a Windows 7/10 environment and Mac Applications in a Mojave environment (software includes Operating Systems, MS Office, VPN, System Management tools and various business unit software titles)
- Troubleshooting printing, scanning, copying, faxing and other peripherals
- Managing anti-virus and backup systems
- Analyzing office networks, and troubleshooting internet connectivity issues
- Managing cloud-based Wi-fi access points
- Documenting processes, procedures and issue resolutions
- Providing support for Android, iOS and other mobile devices
- Providing 24x7 on call rotation support for all supported technologies and being available in the rare case of a off-hours problem
- Interfacing with vendors and secondary support
- Delivering a high degree of customer service to end-users
- Performing other duties as assigned

Overview of Benefits

- 401(k) & profit-sharing programs
- Healthcare Plan including dental & vision, as well as HSA account options
- Floating holiday schedule (9 Days)
- Paid Time Off (PTO) commensurate with experience & tenure
- Transit & parking pre-tax plans with company subsidy where eligible
- Fully stocked kitchen (Kosher & Non-Kosher) as well as food delivery several times a week
- Wellness Benefits such as discounted gym memberships and group fitness classes
- In-office services such as chiropractor, nail, & hair appointments on a monthly basis