

Title: IT Support Specialist (Help Desk)

Location: Irvine, CA

Position Information

The Information Technology Support Specialist supports the IT team by assisting staff on all company hardware and software applications.

Responsibilities

- Assist end users with hardware, software, Cloud connectivity, and peripheral issues in person, via phone or remote access, specifically related to Ellie Mae Encompass
- Maintain company digital security per company and compliance standards and policies
- Perform workstation deployments and moves by installing, monitoring and supporting functions of desktop operating systems and related applications
- Provide exceptional customer service to all company departments in resolving any functionality issues with business systems (i.e. troubleshooting)
- Provide "help desk" support to on-site and remote staff as needed
- Setup new user profiles in multiple systems
- Assist with other IT projects as needed
- Develop and manage company reports in Excel and internal systems

Qualifications

- Knowledge of Ellie Mae Encompass
- Knowledge of VB, C#, HTML programming
- Knowledge of Citrix XenApp
- Knowledge of VoIP technologies, routing, and troubleshooting
- Knowledge of TCP/IP networking and internet protocols
- 2+ years support experience in a Microsoft Windows Active Directory, and/or Cloud environment
- Strong customer service focus combined with excellent verbal, written, and interpersonal skills
- Ability to manage multiple tasks, set priorities, and meet required deadline, Strong knowledge of Microsoft products and eagerness to learn industry specific applications
- Ability to work overtime as needed
- Demonstrated knowledge of hardware, software and peripheral troubleshooting
- Strong knowledge of Microsoft Excel and report writing
- Ability to lift and carry up to 40 pounds

Salary and Benefits

Our employees enjoy a competitive compensation and benefits package, which includes medical, dental, vision, life, and disability insurance, flexible benefits plan, 401(k) plan, and paid holidays, as well as vacation and sick leave.

To Apply

Submit your resume and a cover letter describing how you meet the minimum qualifications and desired attributes along with your salary history.