



JOB DESCRIPTION

DEPARTMENT: Information Technology
POSITION: Computer Support Specialist
REPORTS TO: VP – Information System

DATE: January 2020

SUMMARY

Under the direction and oversight of the VP – Information Systems, this position serves as the technical resource charged with day to day systems support in our complex and dynamic environment. This role serves as a generalist on multiple operating systems and platforms supporting critical functions enterprise-wide and assists the VP – Information Systems with a broad range of activities including but not limited to the: installation of operating system software, software support covering both technical and user application, performance analysis, security administration, management of data storage and cyber security activities.

ACCOUNTABILITIES

Customer Service and Help Desk Support

- Assists internal customers with requests for technical assistance related to computer systems, software and hardware
- Provides after-hours support for urgent matters, occasional weekend maintenance and team member support
- Builds relationships with internal customers and proactively share feedback received with the IT Team
- Interacts with customers and staff at the appropriate technical level, as required
- Identifies areas for improvement

Infrastructure Management

- Assists with ongoing system health checks, system maintenance, patches, software installations and upgrades to operating systems and applications

Security and Disaster Recovery

- Supports the VP- Information Systems and Chief Administrative Officer in the management of the Firms cybersecurity strategy
- Assists with the testing and implementation of system security procedures and business continuity plans

Research and Product Evaluation

- Researches new software and hardware products, as needed
- Assists with hardware, firewall, telecom and software vendor evaluation
- Participates in product testing

Training and Support

- Assists with developing and implementing various training, job aids, and instruction for users on the use of operating systems, networking, computing and communication technologies and applications
- Cross trains team members on existing and new technologies
- Defines and documents best practices and support procedures

Systems Documentation

- Develops and assists in maintaining required technical documentation
- Maintains real time asset inventory

Performs related projects and other duties as assigned

REQUIREMENTS

- Bachelor's degree required
- A minimum of 1+ years of relevant work experience, with strong desire to learn about the business
- Financial services industry experience, a plus
- Excellent active listening skills
- Enjoys an environment rich with collaboration across teams
- Excellent attention to detail and multi-tasking ability
- Passion for assisting others and problem-solving
- Proficient oral and written communication skills to effectively interact with clients and internal teams
- Strong work ethic