IT Specialist/Helpdesk

Description

This individual will be vital by focusing on the ERP system and performing database analysis. They will be required to identify, plan, and implement the IT Framework by working directly with staff to identify business requirements. One must have sufficient detail and clarity for technical proposal development, scoping, implementation, and maintenance. This individual will also be expected to have outstanding customer service skills, communication skills, along with being a problem solver that pays attention to details.

Responsibilities

First line IT internal support help desk for Mac Desktops, Mac Laptops, and Windows

Coordinates, diagnoses, and troubleshoots employee request

Provide phone, on-line, and on-site IT support

Ability to work closely with and provide support to end users for hardware, software, and network related problems for employees using network remote access

Classifies level of priority and nature of problems

Provides case status updates to management on infrastructure and security landscapes

Maintain and modify complex systems by designing and developing integrations

Develop, document, and create system design procedures, test procedures, and quality standards.

Implements standard operating procedures and customer service guidelines relating to IT support

Consult with management on system principles

Participate in knowledge sharing, mentoring, and Q&A.

Provide systems training, support and working with project teams in defining, planning, and implementing the Acumatica ERP solution.

Ensure Management understands impact analysis of any proposed changes

Must be internal and external, client-focused and work in conjunction with other professional services

Ensures problem ownership and end-user satisfaction

Device Management

Manage the IT employee onboarding and offboarding processes

Perform other duties as assigned

Job Requirements:

2+ years of experience in ERP solutions

Remote desktop experience

Will support several worksite locations in Houston and Austin

Moderate to advance understanding of VOIP

Solid experience and knowledge of business enterprise workflow

Confidence in providing analysis and solution recommendations

Experience with project scoping, planning, requirements gathering, and end-to-end process mapping

Experience in utilizing well-defined and structured implementation processes and project management methodologies

Demonstrated analytical, problem-solving mindset

Demonstrate a strong focus on quality outcomes

Hiring organization
IV IT SOLUTIONS

Employment Type
Full-time

Job Location
Texas, Houston, United states

Date posted
February 15, 2023

Ability to handle multiple projects, with multiple contact points and the pressures of managing to required timelines
Excellent written and verbal communication skills
Meticulous attention to detail
Expert mastery of Microsoft Office and generally used business technology tools.
Demonstrate a commitment to continuous learning, display appropriate ethical knowledge and commitment and exhibit a sense of urgency and commitment to quality and the timely completion of duties.

Qualifications
Qualifications:
Bachelor's degree or higher or 6 years of relevant experience
A+ Certification required
Professional demeanor
Experience supporting Apple hardware and Windows
Experience with hardware replacement such as hard drives, memory, and keyboards
Experience with ERP systems, preferable Acumatica