

# IT Help Desk Support (Brooklyn Center)

RYMARK is a local Managed Service Provider (MSP) providing proactive security and IT support to businesses, small government, private EDU and nonprofit organizations. Be a part of our successful team.

## Position Overview

Provide a superior level of assistance to clients in resolving requests, working on projects as assigned, and maintaining the help desk ticketing system in an accurate and efficient manner. Conduct and support the core values and technical goals of RYMARK.

## Responsibilities and Duties:

1. Provide solutions efficiently in a fast-paced environment while simultaneously managing multiple service requests. Follow complex written and oral directions.
2. Help Desk Support: Provide phone, remote and onsite support for client desktop/laptop systems, networks, and servers. Install and configure workstations per RYMARK's standards. Install and provide support for business applications. Utilize third party vendor support to resolve proprietary issues.
3. Help Desk Ticketing System: Assist in managing and maintaining the existing help desk tracking system (ConnectWise). Update data and tickets as required.
4. Manage Active Directory users, manage network printing (setup and maintain the printers and other peripherals connected to the network), create and manage Microsoft 365/Exchange accounts.
5. Business applications: Install and provide support for business applications for end users as required. (Microsoft 365 as well as proprietary software)
6. Network Security: Assist in the implementation and management of security technology. (Firewalls, VPN's, Anti-virus, EDR, etc.)
7. Maintain and update knowledgebase as needed.
8. Support and maintain RYMARK's core values: Customer above all else, Do the right thing, Team Player, Security Focused and Solve Problems.

## Qualifications:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Associates Degree in IT or at least a year experience with a Managed IT Service Provider.
- Two years of practical experience analyzing and repairing Windows computers, troubleshooting operating systems and applications in diverse, networked environments.

Other preferred skills and abilities:

- CompTIA A+ certification.
- WatchGuard, ConnectWise and Continuum experience
- Microsoft MCP Certification
- Microsoft 365 products, services, and management
- Demonstrated ability to work with diverse groups of people regardless of race, sex, or age

Physical Demands: Job has extensive phone and computer usage, so effectively operating a computer is a must. Position requires lifting or exerting up to 50 pounds occasionally and/or 20 pounds of force consistently to move objects.

Hours of operation are Monday to Friday from 7:30am to 5:30pm - some weekends and after hours.

Please apply online: <https://www.rymarkit.com/join-our-team.html>