

Job Title: Help Desk Administrator

We're on the hunt for a Help Desk Administrator to join our dynamic team of problem-solvers. If you're someone who's always been the go-to person when your friends and family need help with their tech woes, then you might just be the perfect fit!

In this role, you'll be responsible for providing top-notch technical support to our clients and colleagues. You'll troubleshoot software and hardware issues, help people set up new devices, and be the superhero that saves the day when someone's computer crashes.

Key Responsibilities:

- Level 1 support encompasses IT assistance as well as fundamental data collection for other helpdesk inquiries, such as facilities-related requests.
- System Administration involves managing user changes, additions, deletions, and configuration for all IT resources.
- Ownership of onboarding and termination processes
- Building workstations for PPAI's staff, conference rooms, and other IT resources
- Taking charge of meeting excellence by managing conference rooms, Teams, Zoom support, and audio devices.
- Organizing and managing IT assets
- Ensuring workstation security through physical and OS-level security measures, reviewing, and fixing security patches, and conducting end-user security training
- Providing support for various applications such as Office 365, Outlook, Teams, NetSuite, HubSpot, and more.
- Managing budgets and reconciling expenses.

Requirements:

- Excellent communication skills, both written and verbal (because let's face it, not everyone speaks tech)
- The ability to work in a fast-paced environment and be able to juggle multiple priorities with ease.
- A knack for problem-solving (you're the kind of person who loves a good puzzle)
- A positive attitude (we want someone who can keep a smile on their face even when dealing with the most frustrating of technical difficulties)
- Must be able to travel.

What we offer:

A fun and inclusive work environment where innovation is celebrated along with hard work.

A comprehensive benefits package, including health insurance, paid time off, and more.

A dynamic and fast-paced work environment. Seriously dynamic.

If you're ready to join a team that values hard work, laughter, and making a difference, apply now!