



## Support Analyst Associate

### **POSITION**

This position is responsible for support of end users with LAN-based applications such as Microsoft Office, Outlook, and other desktop software. This position will address end user requests and issues, attempting to provide resolution or coordinating resolution with IT staff and/or outside support vendors as appropriate. This position is also responsible for maintaining an inventory of installed software and desktop hardware.

### **KEY INTERFACES**

Reports to:                   Manager of Network Services  
Direct Reports:           None

### **REQUIRED QUALIFICATIONS**

- Bachelor of Science in Computer Science, Technology or related degree desired.
- Proficiency with desktop product support.
- Proficiency with analysis, troubleshooting and resolution of desktop hardware and software problems.
- Ability to effectively manage multiple tasks.
- Customer service orientation.
- Strong interpersonal and organizational skills.
- Works independently with minimal supervision.

### **RESPONSIBILITIES**

- Support the Microsoft Office products and other desktop software.
- Support the desktop computing infrastructure including PC's and Printers.
- Support the telecommunications infrastructure including cell phones and desk phones.
- Install and configure new desktop and laptop computer systems and related peripherals.
- Create user accounts and manage access controls based on company policies.
- Maintain inventory of installed software and desktop hardware.
- Assist in the implementation of LAN, desktop and related projects.
- Provide 24 hours a day / 7 days a week on-call support on a rotating basis.
- Reports progress of assigned work to Manager of Network Services on an ongoing basis.
- Travel as required.

### **SALARY RANGE**

Commensurate with experience.

### **LOCATION**

East Regional Trading Center – Cary, North Carolina