

Help Desk Support

About the position:

Are you passionate about providing best in class IT support to internal clients? Do you enjoy interacting with a variety of people and supporting business operations as part of a team? If so, consider joining **MarksNelson**, the largest privately-owned public accounting and business advisory firm headquartered in Kansas City. We offer challenging work that gives you a sense of accomplishment - and offer flexibility to balance your work and personal life. At MarksNelson, you'll work alongside subject matter experts with some of the strongest accounting, technology, and business skills in the market. At the same time, you'll be part of a winning culture and thriving workforce. Come help us continue to grow, and we'll help move your career forward.

We have an amazing opportunity for you join our team as a Help Desk Support specialist in our internal IT group! This is a key role with high visibility as the first line of support for our firm's professional staff, both in the KC headquarters and for remote team members nationally.

The Help Desk Support role is to ensure prompt support of information systems. This includes receiving, prioritizing, documenting, and actively resolving support requests. This is a full-time position (40 hrs) during normal business hours (8am – 5pm CST M-F). This position reports to the IT Director.

What you'll be doing:

Provide technical support to end-users in an efficient and accurate manner. Solve basic technical problems and provide support for all assigned areas.

- Troubleshoot, diagnose and resolve problems related to operating systems, hardware and software.
- Test fixes to ensure problems have been adequately resolved
- Install, modify, and repair computer hardware and software
- Preserve and grow your knowledge of help desk procedures, products and services

What you'll bring to the role:

- High school diploma; prefer associates degree
 - 1-2 years of experience installing, troubleshooting and repairing PC hardware and software
 - A+ Certification preferred
 - A solid understanding of PC hardware, software, mobile computing devices, peripheral equipment and networking principles and functions.
 - Solid technical troubleshooting skills and a working knowledge of current technologies.
 - Ability to work independently to completion when given tasks.
 - Proficiency with; Windows 10, Microsoft Office, imaging and deploying workstations, Active Directory Domain environment, TCP/IP, DNS and DHCP, print queue configuration and TCP/IP printing, spyware, malware and virus removal and hardware break/fix
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- Ability to interact with members of cross-functional teams
 - Exceptional customer service orientation
 - Professional attitude and appearance
 - Ability to work effectively under pressure and with deadlines
 - Strong ability to multi-task
 - Eagerness to learn
 - Attention to detail and accuracy

Why MarksNelson?

We just may be the right firm and the right size for you! We're large enough to offer exciting growth opportunities, but small enough for your contributions to make a big impact.

Our culture values teamwork, ideas, and collaboration. We are a Team that supports one another and values the individual contributions of our employees. We offer competitive compensation, robust employee benefits and an ideal work/life balance. Your career is important to you – and it's important to us too. That's why we focus on providing tools and opportunities that help you reach your career goals.

E-Mail: recruiting@marksnelsoncpa.com

MarksNelson is an Equal Opportunity Employer