

IT Help Desk Specialist

JOB SUMMARY: Responsible for providing technical assistance and support related to computer systems, hardware, or software. Responds to queries, troubleshoots, isolates problems, and determines and implements solutions. Supports IT Director with Company's IT infrastructure and IT security.

MAJOR DUTIES AND RESPONSIBILITIES:

- Help manage Microsoft operating systems (client and server).
- User management including creating, removing, and updating (permissions, names, emails) in both Microsoft Active Directory and Microsoft 365.
- Help manage the Company's IT productivity suite, Microsoft/Office 365.
- Help manage Microsoft Teams, which is the Company's solution for video conferencing and phone.
- Learn the Company's infrastructure and understand the components involved.
- Install, configure, and troubleshoot hardware and software components.
- Repair or replace damaged IT related hardware.
- Ability to support a diverse workforce with technical levels from beginner to advanced.
- Provide friendly and clear customer service to users within the organization, both onsite and remote.
- Troubleshooting end user issues using remote and phone support.
- Monitor, respond, and analyze incoming system events across monitoring platforms. This includes security, hardware, and software alerts.
- Ability to learn quickly, dig into questions to help improve procedures, and learn and present new ideas and solutions.
- Provide 24 X 7 support as needed.
- Perform any other IT related duties.
- Complete projects and tasks in a timely manner consistent with corporate objectives. Keep management informed of changes in work schedule and/or workload.
- Regularly recommend and implement improvements in the department.
- Support company goals and objectives, policies and procedures, Good Manufacturing Practices, and FDA/MDD regulations.

SKILLS/QUALIFICATIONS/COMPETENCIES:

- Excellent verbal & written and communication skills.
- Experience in working cross-functionally with all departments.
- Strong computer skills.
- Can manage complex projects successfully.
- Self-motivated, strong in building relationships.
- Team-player
- Excellent analytical, organizational, and problem-solving skills.
- Thorough understanding of and compliance to applicable regulations and guidelines.

EDUCATION REQUIREMENTS:

- Bachelor's degree or equivalent preferred.

EXPERIENCE REQUIREMENTS:

- 2-3 years' experience
- Microsoft Office Skills required
- Experience with installing and supporting Microsoft's desktop operating systems (Windows 10 & 11)
- Experience with PC hardware including laptops, desktops, and peripherals.

Salary range: \$55,000 - \$65,000

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