



EXTERNAL JOB POSTING

GENERAL INFORMATION	
Job Title:	Help Desk Administrator
Location:	Rocky Hill, CT
FLSA Status:	Hourly/Non-Exempt
POSITION SUMMARY	
Provide technical service support; installation, maintenance, and software training support. Ensure that corporate computers are functioning properly and are available for their intended uses. In addition, serves as the IT reference coordinator to provide assistance to users of company-provided information resources and technology.	
ESSENTIAL DUTIES AND RESPONSIBILITIES	
1.	Provide technical and troubleshooting support and problem resolution for all customers (internal and external) with a focus on custom developed software.
2.	Clearly communicate technical solutions in a user-friendly and professional manner.
3.	Escalate problems to appropriate resources.
4.	Monitor assistance efforts and provide assessment reports to management on status and recommendations for improvements.
5.	Confer with users and IT personnel to develop new approaches or alternatives to ensure that user assistance is being provided effectively and efficiently.
6.	Assist in problem solving for applications issues.
7.	Maintain records, logs and reports of assistance.
8.	Responsible for protecting the privacy and security of personal information as detailed in the CATIC Financial, Inc. Comprehensive Written Information Security Plan.
9.	Responsible for maintaining the confidentiality of information entrusted to you by the Company, its business partners, suppliers, customers, or others related to the Company's business as detailed in the CATIC Financial, Inc. Employee Code of Ethics and Conduct, and the Financial Privacy Policy. Confidential information includes all non-public information that might be of use to competitors or harmful to the Company, or its business partners, suppliers or customers, if disclosed.
10.	Perform other duties as assigned.
QUALIFICATION REQUIREMENTS	
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.	
1.	Excellent customer service.

2.	Excellent verbal and written communication skills.
3.	Excellent problem solving and diagnostic skills.
4.	Ability to communicate clearly with technical and non-technical audiences, both verbally and written.
5.	Knowledge of computer maintenance, software support, communications and hardware selections and installation.
6.	Ability to rapidly absorb technical information and learn new skills.
7.	Basic understanding of network LAN/WAN design and troubleshooting.

EDUCATION / TRAINING / OTHER RELEVANT EXPERIENCE

1.	Associate's degree in Computer Science or related technical field.
2.	Minimum of four years' work experience focusing on user software test/evaluation/operational methodology in a networked environment.
3.	A+ certifications a plus.
4.	<p>Technical background with a solid understanding of personal computers, software, hardware, peripherals, operating systems, MS applications and networking environments is essential. Specific technologies include:</p> <ul style="list-style-type: none"> • Windows 7 • MS office • Windows Patching • Remote Access technologies (Cisco VPN) • Windows 7 Desktop Imaging • MS Certifications a plus • General understanding of Active Directory • Hyper-V/VMware, W2k8 Server, Networking and IP telephony a plus

EEO STATEMENT

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