

Employment Notice

Posting Date: June 24, 2009

Position: Help Desk Analyst

Department: IT - Infrastructure

Office Location: Sunrise, FL

Job Description:

Provide desktop and phone support to all MacNeill employees. Provide initial application support to internal and external users of applications. Work on assigned help desk tickets. Answer calls from internal and external customers. Open help desk tickets for incoming calls on the help desk line. Set up PCs and phones for new employees. Assist other members of the Infrastructure team with server support as assigned.

Requirements:

- Ability to diagnose and correct issues on Windows 2000/XP PCs
- Experience or demonstrated ability to learn the following technologies: Windows 2000/XP, Windows 2003 Server, Exchange and tape backup software
- Ability to install Network/Telephone Patch panels and cabling
- Respond to System support calls received during and after hours
- Ability to satisfactorily follow complex and detailed procedures
- Ability to always maintain professional and courteous behavior with all help desk customers
- Establish and maintain effective professional working relationship with co-workers and every level of management
- Strong verbal and written communication skills
- Work non-business hours as required.

Work schedule:

Monday through Friday 8:00am-5:00pm

Individuals interested in interviewing for this position should contact Human Resources by fax 954-331-4828 or internet only www.macneillgroup.com.