



Office Administrator / Tech Support Specialist

Company Description:

We are a rapidly growing IT consulting firm with offices throughout the Chicagoland area. Our team is comprised of an elite group of IT professionals focused on providing superior IT services and maintaining long lasting relationships with our commercial clients. The office environment is friendly and relatively relaxed, as we strive to provide an atmosphere that spawns creativity and ingenuity. Our staff maintains an active interest our customer's unique business needs and enables their success through the application of technology solutions designed to promote their profitability.

Job Description: Office Administrator / Tech Support Specialist

We are seeking a skilled, motivated, open-minded, individual that is capable of addressing a myriad of administrative office tasks, troubleshooting level 1 IT issues, and managing client relationships. The position is full time and paid hourly. As a member of our team you will be required to demonstrate technical expertise that blends with professional competencies. You will work to help support the needs of our IT Consultants and to complete general office tasks (details listed below). You will take the initiative with a diverse variety of clients from executives, business owners, managers, and end users. Success will be achievable with your ability to provide exceptional service, bringing out the best in yourself, demonstration of superior communication, taking ownership, adaptability, resourcefulness, emotional intelligence, self management, teamwork, multi-tasking in stressful situations, and your continuing interest in education.

-PHONES: Answer calls, provide clients with support if possible, prioritize calls according to tech level, address calls with minimal disruption to consultants, take and forward messages.

-SCHEDULING: Schedule work, schedule appointments, use CRM to schedule based on tickets, dispatch consultants.

-PURCHASING: Find pricing, create quotes, order office supplies, vendor management, reseller sign up.

-GENERAL OFFICE: Send invoices after review, accept mail, track packages, check package contents to confirm orders, organize office, pay bills, send checks.

-TECH: Troubleshoot desktops, remove viruses, install software and updates, install operating systems, install antivirus, manage support folder for notifications and notify consultants if applicable, communicate issues with appropriate consultants, use monitoring solution to help monitor client environments.

-ADVERTISING: Google adwords management, web text management, help create ad materials and brochures, create and send newsletter emails.

-CLIENT MANAGEMENT: Generate and send monthly reports to clients, manage and update client contact lists.

-ANYTHING ELSE YOU ARE ASKED TO DO.

GENERAL SKILLS: MINIMUM REQUIREMENTS

- > Bachelors Degree or equivalent experience.
- > 2+ years experience in an office administrative position (preferably in the IT service industry)
- > Exceptional oral and written communication skills.
- > Excellent typing skills.
- > Excellent time management skills and punctuality.
- > Ability to multitask.
- > Attention to detail and strong interpersonal and organizational skills required, as is the ability to work effectively in a team.
- > Open and willing to learn quickly.
- > Can adapt to a fast-paced and dynamic environment.
- > Patient with people and the ability to help train end users.
- > Self Motivated.
- > The ability to work overtime.
- > Authorization to work in the U.S.

IT SKILLS: MINIMUM REQUIREMENTS:

- >Strong knowledge of Windows PC operating systems.
- >General Windows configuration / troubleshooting skills.
- > Strong knowledge of Microsoft Office and how to work with Exchange.
- > Advanced knowledge of virus removal (various apps).
- > Drivers install / update.
- > Basic data (backup and recovery) skills.
- > Basic knowledge of LAN/WAN.
- >Router / WiFi setup (basic skills).
- >Knowledge of remote control apps (ie. LogMeIn, TeamViewer, remote desktop connection).
- > Cat5/Cat6 cabling (basic knowledge).
- >Knowledge of printers (inkjet, laserjet, MFD).
- > Advanced Smartphone administration skills.
- > PC / server - hardware troubleshooting skills.
- > PC hardware knowledge (motherboards, RAM, processors, hard drives, video, sound, various cards, etc..).
- > Experience in quoting and purchasing hardware and software.
- >Experience with QuickBooks.

IT SKILLS - ADDITIONAL SKILLS (NOT REQUIRED, BUT A PLUS):

- >Experience with virtualization (ie. HyperV or VMware).
- >Experience with hardware firewalls, switches, routers, access points.
- >Experience working with Windows servers (2003, 2008).
- >Experience with any of the following: AD, GPO, TS, RDP, DNS, DHCP, IIS, WINS, WSUS.

To apply, simply respond to hr@globalpointllc.com and include the following:

1. Your full name (Last, First), and the job description in the subject line.
2. In the body, provide a brief description of your strongest technical abilities, where you feel your technical skills are lacking, and your salary expectations.
3. Attach your resume in PDF format.