

Job Description

Job Title: IT Support Technician
Reports to: Director of Technology
Location: Corporate Office (Houston, TX)

Position Description:

The IT Support Technician is responsible for the allocation and maintenance of IT equipment throughout First Financial. Will manage multiple customer requests simultaneously, including troubleshooting of all IT related equipment such as PCs, monitors, printers and other end user devices. Responsible risk management assessment and repair for all devices. The position will manage all end user support, system administration and workstation configuration. Additionally, the role will work with affiliated companies' IT teams to ensure security and systems facilitation and compliance. Will work on assigned tasks to implement, support and maintain technology systems and infrastructure in use across the Company. Will respond to customer needs utilizing ServiceNow. Will ensure telecom and network systems and related equipment is in optimal working condition as well as provide network/telecom related technical support to end-users. Assist network and voice engineering teams as needed with setup, configuration and maintenance of system software. Will work with in-house and external software including the FFenroll System, Selerix, Benefits Solver, CRM and RSVP.

Qualifications: Knowledge, Skills and Abilities

- 3 – 5 years of hands on experience with end-user support including installation and setup of computer and networking equipment.
- Experience maintaining printers, monitors and other end-user devices.
- 3 years of experience working with Microsoft Desktop OS (7, 8, 8.1 & 10)
- General networking (firewalls, subnets, routing, switches, etc.)
- Active Directory and Microsoft Exchange experience.
- Experience working with Outlook, Microsoft Office, Lync/Skype for Business, ServiceNow, VPN & CRM.
- 3 years of working with telecom systems, data systems, networking and maintenance.
- High School Diploma or GED & completion of an IT certification program

Preferred Qualifications

- Bachelors Degree in Computer Science, Information Technology, MIS or related field
- Microsoft Certified Professional Developer (MCPD) or Microsoft Certified Master (MCM)
- Knowledge of the K-12 market benefits
- Knowledge of general benefit plan terminology

Must be able to obtain and maintain security clearances and successfully complete a thorough background check.