

Help Desk Analyst

Eze Castle Integration help desk analysts provide high level help desk and client support to our financial industry clients from our midtown Manhattan location.

Successful candidates will be knowledgeable of MS Office 2000, XP and 2003, PC hardware & terminology, MS Windows 98/NT/2000/XP & NT/2000 Server, MS Exchange 2000 and 2003, Veritas Backup Exec 8.x-9.x, Symantec Ghost, and Ethernet network topology. Candidates must be comfortable interfacing with company senior executives and able to maintain a high level of service. Excellent verbal and written communication skills, strong problem solving skills, the ability to be prompt and courteous plus the ability to work independently and in a team environment are necessary.

The successful candidate will have:

- 2 - 6 years of proven experience administering a LAN/WAN - TCP/IP environment using Windows 2000 and 2003, including MS Exchange
- Deployed home networks including cable modem, DSL w/ a SOHO firewall and VPN software
- Working knowledge of Internet email (smtp, mx records and rbl troubleshooting)
- Working knowledge of DNS, Internet Infrastructure, and IP informational tools
- Thorough knowledge of Desktop Operating Systems - Windows NT/2000/XP, prior migration experience highly preferred
- Experience rebuilding servers and workstations
- Understanding of SNMP and Syslog
- Experience testing and turning up telco circuits (T1, E1, ISDN, 56K, Pots)
- Deployed and managed BackupExec and NAVCorp
- Financial industry experience a PLUS, including familiarity with Reuters and Bloomberg, Thomson One, Nyfix, Renaissance, FactSet, Equidesk, RealTick, ADP, DLX.
- Microsoft MCSE certification on Windows 2000
- Bachelor's degree (or equivalent) in Computer Science
- Excellent quantitative, analytical, and verbal/written communication and interpersonal skills -- present a "can do" attitude to end users.

Duties would include:

- Troubleshooting general computer problems
- Ensuring all workstations/printers are in working order and efficient
- Patching all workstations with the latest bug fixes and upgrades
- Basic Network troubleshooting