



Eze Castle Integration (ECI) is the leading full service IT consulting and implementation firm providing complete technology solutions to elite financial services companies, such as hedge funds, private equity firms and other specialty investment management firms. Already, more than 500 hedge fund companies - managing more than \$300 billion in assets - rely on Eze Castle Integration to be their "virtual CTO" and single source of IT and telecommunications infrastructure. To learn more about ECI, visit us at www.eci.com.

Title: Tier I Help Desk Analyst

The Help Desk Analyst's role is to ensure proper computer operation so that end users can accomplish business tasks. This includes receiving, prioritizing, documenting and actively resolving end user help requests. Problem resolution may involve the use of diagnostic and help request tracking tools, as well as require that the individual give in-person, hands-on help at the desktop level.

Responsibilities Include:

- Field incoming help requests from end users via both telephone and e-mail in a courteous manner
- Document all pertinent end user identification information, including name, department, contact information and nature of problem or issue
- Build rapport and elicit problem details from Help Desk customers
- Prioritize and schedule problems, escalate problems (when required) to the appropriately experienced engineer
- Record, track and document the Help Desk request problem-solving process, including all successful and unsuccessful decisions made and actions taken through to final resolution
- Apply diagnostic utilities to aid in troubleshooting
- Access software updates, drivers, knowledge bases and frequently asked questions resources on the Internet to aid in problem resolution
- Identify and learn appropriate software and hardware used and supported by the organization
- Perform hands-on fixes at the desktop level, including installing and upgrading software, installing hardware, implementing file backups and configuring systems and applications
- Install anti-virus software
- Performing preventative maintenance, including checking and cleaning of workstations, printers and peripherals
- Test fixes to ensure problem has been adequately resolved
- Perform post-resolution follow-ups to help requests
- Evaluate documented resolutions and analyze trends for ways to prevent future problems
- Develop help sheets and frequently asked questions lists for end users

Position Requirements:

- College diploma or university degree in the field of computer science or equivalent field and/or 2+ years of work experience
- Proven experience administering a LAN/WAN - TCP/IP environment using Windows 2000 and 2003, including MS Exchange
- Experience with desktop and server operating systems, including Windows 2000/XP, prior migration experience is a plus
- Ability to deploy home networks including cable modem and DSL w/ a Linksys firewall and VPN software
- Working knowledge of Internet email (smtp, mx records troubleshooting)
- Working knowledge of DNS, Internet Infrastructure and IP informational tools
- Financial industry experience is a plus, including familiarity with Reuters and Bloomberg, Thomson One, Nyfix, FactSet, Traders Console and MacGregor
- Good understanding of the organization's goals and objectives



- Exceptional written and oral communication skills
- Exceptional interpersonal skills, with a focus on rapport-building, listening and questioning skills
- Strong documentation skills
- Ability to conduct research into a wide range of computing issues as required
- Ability to absorb and retain information quickly
- Ability to present ideas in user-friendly language
- Highly self-motivated and directed
- Keen attention to detail
- Proven analytical and problem-solving abilities
- Ability to effectively prioritize and execute tasks in a high-pressure environment
- Exceptional customer service orientation
- Experience working in a team-oriented, collaborative environment

Work Conditions:

- Ability to work in an independent environment with moderate supervision
- Ability to work under a moderated noise level (i.e., working on an open floor with printers, telephones and computers)

Physical Requirements:

- Sitting for extended periods of time
- Dexterity of hands and fingers to operate a computer keyboard, mouse and power tools and to handle other computer components
- Lifting and transporting of moderately heavy objects, such as computers and peripherals
- The ability to transport him/herself between clients in a timely manner using public transportation
- Ability to work an 8-12 hour day with normal breaks and lunch

We offer competitive salaries and our generous benefits package includes health and dental insurance at great employee rates (Harvard Pilgrim in alliance with United Healthcare PPO), life insurance, short/long term disability, paid time off and holidays, a 401K plan and performance incentives. Come work for the leader in cutting-edge technology and see for yourself how we value our clients and employees alike.

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