

# Desktop Support Specialist

The IT Support Specialist or Help Desk Professional's role is to ensure proper computer operation so that end users can accomplish business tasks, including timely technical support for Trading and Market Data Systems in a fast-paced, high-pressure environment. IT Support Specialists shall receive, prioritize, document, and actively resolve end user help requests. Problem resolution will involve diagnosis and ticket tracking, including on-site help at the desktop level.

## You will be responsible for:

- Set up and maintenance of PCs, laptops and software for clients.
- Daily support and maintenance of proprietary and third party business applications.
- Participate in "on-call" support rotation for after-hours assistance.
- Generate technical documentation for both peers and users.
- Define and escalate non-desktop issues to specialist teams.
- Other related duties and tasks as assigned or required.

## The successful candidate will possess:

- The ability to work independently as well as part of a team.
- Effective communication skills to be utilized in follow-up with user community and other IT professionals.
- Pleasant demeanor and phone skills that include friendliness, enthusiasm, and excellent follow through for support incidents.
- Desire to recognize and explore new learning opportunities.
- Ability to meet deadlines.
- A team focused attitude.
- Skill in working in fast-paced, stressful environments.
- Skill in assessing and prioritizing multiple tasks, projects and demands.

## Technical requirements:

- Must have 3 to 5 years experience in technical support.
- Strong understanding of Windows XP and experience with Windows 7.
- Experience troubleshooting PCs, laptops, office printers, PDA's and peripherals.
- Experience with Trading and Market Data Systems is an asset - Bloomberg, ThomsonOne, Fidessa, IRESS and Belzberg.
- Solid grasp of TCP/IP, Windows Domains and Networking fundamentals.
- Thorough understanding of Microsoft Office Suite (2003, 2007, 2010).