



# LION STREET<sup>TM</sup>

Owned by Fiercely Independent Advisors

## IT Help Desk Specialist (Part-time)

### Overview

Great opportunity for a customer service oriented, tech savvy individual looking for an entry level Help Desk role in a growing financial services organization. This role is part-time with the opportunity to become full-time when the opening is available. The main objective is to provide knowledgeable, friendly, and responsive end-user technical support of hardware and software issues via telephone and in-person resolution. Ideal role for a self-starter who enjoys helping others and working with technology.

### Job Description

- Actively monitor and promptly respond to IT support requests from employees and customers during scheduled hours
- Provide IT support for desktops, laptops, tablets, smartphones and VOIP phones and peripherals
- Provide support to customers, primarily for email client and internet browser configuration and support of specific company sponsored applications
- Utilize remote desktop (TeamViewer) to access and resolve IT service items of remote users
- Resolve OS and applications support items primarily on Windows based PCs; some Apple OS
- Configure, and support computers and peripherals for internal and external employees
- Establish, utilize and maintain the IT support ticket tracking solution (Jitbit)
- Onsite presence during scheduled business hours required
- No travel
- Other duties and projects as assigned

### Desired Skills and Experience In order of Priority

- Professional, courteous, friendly demeanor and exceptional customer service skills
- Excellent working knowledge/experience with Windows and Apple O/S is required
- Strong familiarity with desktop applications, commonly used applications – MS Outlook, Browsers, and other cloud-based services
- 1-3 years prior experience in customer facing support role, preferable with technical / help desk services
- Strong analytical and problem-solving skills (essential)
- Strong technical aptitude, attention to detail and follow-up skills
- Bachelor's degree or in process of obtaining
- Ability to work in an extremely fast-paced startup environment with varying duties assigned
- Familiarity with MS Office 365, Egnyte, GoToMeeting, WebEx, Chrome, Internet Explorer, Safari

### Background Requirements

Candidate is required to perform background check including credit and FINRA fingerprinting.

## **Benefits**

In exchange for your hard work and dedication, we offer:

- Downtown Austin location
- Free drinks and snacks
- Commuter allowance
- 401K with company match when eligible

We work to maintain the best possible environment for our employees, where people can learn and grow with the company. We strive to provide a collaborative, creative environment where each person feels encouraged to contribute to our processes, decisions, planning and culture.

## **About Lion Street**

Lion Street is a privately held financial services distribution company based in downtown Austin, Texas. Lion Street provides elite independent life insurance producers access to the financial products, intellectual capital, and specialized resources they need to meet the sophisticated financial planning needs of their high-net-worth and corporate clients.