Company: Document Mountain by Cornerstone

Position: IT Helpdesk Support

As the IT Helpdesk Support at Document Mountain, you play a leading role in managing essential aspects of our entire technical environment, including overseeing internal and external technical support, hardware/software maintenance, and ensuring production uptime.

Primary Responsibilities:

- Provide prompt help-desk support, addressing user inquiries, offering technical assistance, diagnosing, and resolving issues, and implementing effective solutions.
- Deliver timely updates to users on issue resolution progress.
- Install, configure, and maintain computer hardware, peripherals, and software applications.
- Conduct regular updates, patches, and system upgrades for enhanced security and optimal performance.
- Manage an inventory of IT assets, track equipment warranties, and oversee licensing.
- Procure new hardware as needed.
- Create, modify, and disable accounts in alignment with security policies.
- Support HR onboarding and setup for new users.
- Assist users with technical issues as they arise.
- Create and update IT procedures, troubleshooting steps, and user guides.
- Contribute to the development of the workforce's knowledge base for self-help resources.
- Implement and enforce security measures to safeguard sensitive data and systems.
- Assist in monitoring systems for security breaches and vulnerabilities, mitigating risks.
- Work with the department on ongoing projects and implementations.
- Assist with user training for technology platforms, security policies, and workflows.

Core Competencies:

- Strong knowledge of computer hardware, Windows Operating Systems, Google WorkSpace and Android platforms.
- Proficiency in troubleshooting technical issues and delivering effective and timely solutions.
- Excellent communication and interpersonal skills to interact with users of varying technical levels.
- Strong attention to detail in all aspects of IT maintenance and support.
- Familiarity with network protocols and security practices.
- Highly collaborative and team oriented.

Additional Skills/Certifications/Degrees (Preferred):

- Programming Knowledge in .NET Framework, C++, C#. Query writing in SQL.
- Additional certifications such as CompTIA A+ or Security+ are advantageous.
- Bachelor's degree in information technology or a related field preferred

Requirements:

- Minimum of [1 to 3] years of relevant experience in IT support or a related field
- Strong problem-solving skills, self-motivated, enjoys a hands-on atmosphere with a proactive approach to IT issues.

Equal Opportunity Employer:

Job Type: Full-time

Benefits:

- 401(k) w/ matching
- Medical/Dental/Vision insurance
- Flexible Spending & Health Savings Account Options
- Life insurance
- Paid Time Off

Experience level:

- 1 to 3 years

Schedule:

- Day Shift (9am to 5pm), Monday to Friday

Work Location: In person - Kirklin, IN