**Adventist Risk Management**

**Career Opportunity**

**Desktop Support Analyst**

We currently have a full-time **Desktop Support Analyst** position open on our Information Technology team. This position is inclusive of our company benefits package which offers healthcare, employer matching 403(b), paid vacation, professional training, and other programs.

**What is in it for you?**

* An opportunity for long-term and upward growth potential with an organization that emphasizes opportunities for current team members.
* You will have the knowledge that your work is meaningful and valuable.
* Exceptional benefits, great paid time off and additional perks that come with working at ARM.

**We will count on you to:**

* Supports day-to-day desktop administrative and project-based operations within the Information Technology department.
* The application of systems analysis techniques and procedures, including consulting with users, to determine hardware, software or system functional specifications;
* The design, development, documentation, analysis, creation, testing or modification of computer systems or programs, including prototypes, based on and related to user or system design specifications;
* Effectively and efficiently manage the life cycle of the service request, including detailed documentation as well as escalation (when necessary and appropriate).
* Provide updates on assigned work to the supervisor, tracking system, and/or users, via telephone, e-mail, or in-person, and do so in a timely manner.
* Ability to multi-task and prioritize work assignments and trouble tickets as necessary to ensure that help requests are resolved in a timely manner.
* Ability to follow standards, policies, procedures, and instructions provided by supervisors. Maintain a positive work atmosphere by behaving and communicating in a detail oriented and respectful manner that supports working well with co-workers, users, and management.
* A combination of the aforementioned duties, the performance of which requires the same level of skills

**Operational Management**

* Provide helpdesk support and resolve problems to the end user’s satisfaction
* Monitor and respond quickly and effectively to requests received through the IT helpdesk
* Monitor Service Desk for tickets assigned to the queue and process first-in first-out based on priority
* Modify configurations, utilities, software default settings, etc. for the local workstation
* Utilize and maintain the helpdesk tracking software
* Document internal procedures
* Assist with onboarding of new users
* Ensure each workstation has a computer, monitor, keyboard, mouse, hard drive, and any additional specialized equipment
* Install, test and configure new workstations, peripheral equipment and software
* Maintain inventory of all equipment, software and software licenses
* Report issues to the Service Desk for escalation
* Manage PC setup and deployment for new employees using standard hardware, images and software
* Provide operational support including OS releases, upgrades, service pack installations, bug fixes, security updates, and any system change activities.
* Develop and Manage Desktop Deployment Policy relating to all Desktops and Portable devices such as laptops and tablets. The policy will outline standards based practice as it relates to ARM in the standard build template of new computers such as computer naming conventions, base software application installations and peripheral device application installation for scanners and printers. The Desktop Deployment Policy will also include a sub policy for Compliancy for existing computers which will outline the processes for bring existing systems into compliancy with the policy.
* Manage Group Policies as they apply to Desktop and Peripheral organizational groups. Coordinate with Network Administrators who manage Group Policies at the network and domain level.
* Manage Users, Credentials and Groups as they apply to Desktop and Peripheral level users and groups. Coordinate with Network Administrators who manage Domain level Active Directory policy and deployment.
* Remain up-to-date and knowledgeable of technology changes relating to PC hardware and operating systems.
* Assist other members of the IT team in identifying and implementing systemic resolutions to recurring issues.
* Create and update documentation regarding IT issue resolution procedures, frequently asked questions and known issues. Update knowledgebase as needed.
* Assists in developing long-term strategies for growth and maintenance of Help-desk department.
* Occasional evening, weekend and / or early morning work is required, sometimes on little or short notice as well as regularly schedule on call duties are required.
* Perform other duties as assigned.

**What you need to have:**

* Bachelor’s degree in Information Technology preferred.
* Two years related experience and/or training or equivalent combination of education and experience may be acceptable in lieu of degree.
* A+, Network+, Security+ or MCSA certificates preferred.

**What makes you stand out:**

* Self-starter, resourcefulness, with the ability to work independently without daily supervision.
* Ability to work in a fast-paced environment and ability to prioritize work.
* An ideal team player who is hungry, humble, and smart.

**Interested in a Career:**

Working Time: 38 hours per week.

Please contact our Human Resources team at 301-453-6983 or email your resume to [rfiddis@adventistrisk.org](mailto:rfiddis@adventistrisk.org) by July 14th. Please reference the **Desktop Support Analyst** position.

Adventist Risk Management, Inc (ARM) is a 5013(c) religious nonprofit corporation based in Maryland. ARM is an equal opportunity employer