



The Association of
Accountants and
Financial Professionals
in Business

Help Desk Support Specialist

Reports to: Director, Network Administration

Department: IT

Classification: Exempt

Division: Corporate Headquarters

Date: January 2023

POSITION SUMMARY:

Experienced, customer service-oriented Help Desk Support Specialist to provide outstanding technical support to users in an efficient and accurate manner. This position will be considered one of the organization's front liners and will solve both basic and advanced technical problems and provide support for all assigned areas. Will focus on problem solving as well as installing, testing and deployment of peripheral computer equipment, software, and supplies. The person in this position will collaborate with other technology team members and must be focused, diligent, and trustworthy. They must be a strong team player, a proactive individual contributor and someone committed to exceeding customers' expectations.

KEY RESPONSIBILITIES:

- Provide first level contact and convey resolutions to customer issues
- Administer client systems accounts, typically as part of the following types of requests: password resets/account lockouts, new hire setups and on-boarding, account changes and equipment maintenance
- Participate in PC imaging and deployment
- Test and perform hardware and software installations for end-user devices
- Support PC network connectivity
- Upgrade, repair, maintain, and control organization's hardware, software, and other technology assets
- Ensure proper recordkeeping and asset documentation and recommended procedural improvements
- Some availability after-hours for emergency or global support when needed

KNOWLEDGE, SKILLS, ABILITIES, and OTHER REQUIREMENTS:

- Associates degree in Information Technology / Computer Science preferred (or a related field) or equivalent experience
- Functional knowledge of MS Office 365, MS Active Directory/Azure Active Directory, Familiar with MS Server, and Desktop Operating Systems

- 2+ years of proven working experience in providing help desk support
- Working knowledge of help desk software, databases, and remote control
- Effective communication skills and client-facing service ethic
- Advanced troubleshooting and multi-tasking skills
- Have knowledge of and adhere to best practices
- Effective researcher with strong analytical skills

BENEFITS:

What is in it for you?

Opportunity to work in a hybrid schedule. We offer a competitive compensation and benefits package, together with an excellent benefits package. Our benefits include medical, dental, health savings account, 401(k) with company match, life insurance, disability, flexible spending, tuition reimbursement, certification reimbursement, paid time off, 12 company paid holidays annually, access to LinkedIn Learning, online counseling services, employee assistance program and charitable contributions matching program. New hires are assigned a buddy from day one to assist with the transition to a new company. It is our goal to provide our employees with a dynamic, respectful work environment that fosters professional and personal growth and excellence. You will work with knowledgeable, talented and fun staff across the globe while serving our mission of advancing the management accounting profession. IMA was named a Top Workplace in NJ.com Top Workplaces in 2021.

About IMA® (Institute of Management Accountants)

IMA® is one of the largest and most respected associations focused exclusively on advancing the management accounting profession. Globally, IMA supports the profession through research, the CMA® (Certified Management Accountant) and CSCA® (Certified in Strategy and Competitive Analysis) programs, continuing education, networking, and advocacy of the highest ethical business practices. Twice named Professional Body of the Year by *The Accountant/International Accounting Bulletin*, IMA has a global network of about 140,000 members in 150 countries and more than 350 professional and student chapters. Headquartered in Montvale, N.J., USA, IMA provides localized services through its four global regions: The Americas, Asia/Pacific, Europe and Middle East/India. For more information about IMA, please visit www.imanet.org.

COVID-19 Vaccination

IMA requires all new hires to be fully vaccinated against COVID-19 and provide valid proof of vaccination as of their start date, to the extent permitted under applicable law. This requirement is a condition of employment at IMA, and it applies regardless of whether the position is at an IMA office or is fully remote. If you are unable to receive the vaccine for qualifying medical reasons (including pregnancy-related), you will have the opportunity to request a reasonable accommodation.

Our Diversity and Inclusion Commitment

Fundamental to our core values, IMA is committed to creating and nurturing a diverse and inclusive member community, accounting and finance profession, organizational workplace, and partner network and to fostering mutual respect between individuals.

IMA embraces a culture of open-mindedness and encourages multiple perspectives to enhance our collaborative solutions, drive innovation, and create and deliver value in all that we do