



Position Title: IT Helpdesk & Operations Technician
Company: BMS Intermediaries Inc
Department: Information Technology
Reports To: Technical System's Manager
Job Location: Minneapolis
Job Type: Full-Time

Key Responsibilities

- Act as first point of contact for technical assistance for all North American staff, then:
 - Diagnose and resolve technical hardware and software issues
 - Research questions using available information resources
 - Escalate more involved problems and administration processes to the corporate outsourced helpdesk or other internal technical teams.
 - Report & manage issues with 3rd Party suppliers (e.g. Communications suppliers)
- Escalate any urgent issues to IT management
- Act as a liaison between BMS Group staff and the corporate outsourced helpdesk
- Setup, Configure & Distribute new equipment
- Maintain Hardware Inventory & Software library
- Administration of the BMS Group VOIP Telephone system

Experience & Competencies Required

- Operating Systems (e.g. Windows, Apple)
- Email clients (e.g. MS Outlook, Blackberry, Apple)
- Word processing and spreadsheet applications (e.g. MS Office)
- Common IT applications and hardware knowledge (e.g. Desktop PC's, Laptops, Printers etc)
- Problem Solving

Education & Knowledge

- High School Diploma or Equivalent Essential
- Previous helpdesk experience
- Customer Service Skills, dealing with internal and external clients

The candidate must also demonstrate the five BMS Values:

- We are Passionate about our Clients
- We believe in Communication & Teamwork
- We exhibit Enthusiasm & Energy
- We believe in Maximising Potential
- We act with Professionalism & Pride

Other Requirements

Possible travel to other US Offices
Occasional working out of core office hours