

# IT Desktop Analyst

CTMI, LLC is a Dallas/Fort Worth based consulting firm serving a diverse and nationwide client base for over 25 years. Our mission is to profitably impact our client's bottom line by delivering expense recovery, tax savings and process improvement solutions that leverage superior market intelligence, proven methodologies, ethical business standards and professional level services.

Our practice offers a unique synergy of Expense Recovery and Tax Savings services designed to complement our client's existing accounting and tax departments. Using a refined recovery process, we analyze transaction data and asset records to identify and recovery savings opportunities across multiple service lines. We offer our services primarily on a contingency fee basis aligning our interests with our clients.

CTMI is recruiting for an IT Desktop Analyst. This role falls under our support services team and responsibilities include providing technical support for end user computing hardware and software. The IT Desktop Analyst will serve as the first line of contract for any PC or Server related computing issue reported. It is expected that this role will provide day-to-day support of both in office and remote users.

## **Principal Accountabilities:**

### **Help Desk, Desktop, LAN/WAN support:**

Provides IT support for end user PC's, LAN/WAN connectivity and basic server tasks such as reboots, print server, file server, backup management and restores. This support role must manage user requests to ensure a high level of functionality in the call-in help desk and monitors the ordering of supplies as required.

They will assist in the operation and maintenance of all information technology digital and telecommunications equipment, printers, copiers and fax machines including performing necessary tasks such as desktop configurations, software installations, desktop imaging, software and hardware inventory management, remote desktop support and new hire orientation. This role will coordinate and install new computing hardware and software including: drives, tapes, memory, peripheral equipment and software. Any hardware and software purchase requests must be verified by the IT Desktop Analyst to ensure purchases are within company IT purchasing standards.

This position also requires voice/data cabling installation and Avaya PBX System administration such as programming labels, voicemails, call hunt groups and IDs.

The IT Desktop Analyst will be responsible for communications with CTMI employees including the coordination of user training, education and solving problem sessions. They will distribute any network related information to users such as help desk procedures and network handbooks.

**Reporting:** Reports to the Director of Production Operations and Technology

Peer roles include: Data Integration and Network Specialist, Data Acquisition Analyst

### **Education and/or Experience Preferred:**

- Bachelors Degree required in a related field or equivalent work experience will be considered.
- 2 (+) years of experience performing Desktop and Network Support in Windows Desktop/Server distributed and virtual environment.

### **Technical Requirements Preferred:**

- Must have previous work experience with PC helpdesk support in an office environment
- Microsoft, and/or Help Desk certifications a plus
- Knowledge of basic computer hardware and peripherals
- Experience with desktop and server operating systems, Windows XP Professional, Windows 7 and Windows Server
- Application experience particularly with MS Office, MS Outlook/Exchange & Internet Explorer
- Working knowledge of diagnostic utilities and troubleshooting
- Knowledge of scripting and locked down PC environments a major plus

*Please Be Advised... The position, as outlined above, is subject to change as the needs of CTMI, LLC change. However, any and all changes will be communicated in advance to the incumbent(s) as is necessary and practical. All questions, concerns and/or requests for revisions concerning this position should be directed to CTMI, Manager of Human Resources and must be approved in advance before any requests for changes are incorporated in this position.*

**Please send resumes to [careers@ctmi.com](mailto:careers@ctmi.com) and put the job title in the subject line of your email.**