

# Job Specification

Job Title: Senior Support Analyst  
Company: Hilco Trading, LLC  
Location: Northbrook, Illinois

## **Position Summary**

The Senior Support Analyst is an experienced, proactive individual responsible for the implementation, maintenance, administration and ongoing support of the hardware, software and processes that are used throughout the Hilco Organization. This position is challenged with providing the user community with reliable computing resources and prompt resolutions to problems as they are reported. This individual will keep users informed of issues that impact system performance and/or access to network-based resources. Sensitivity to the needs of the user community and proactive communication are essential to this position.

## **Essential Duties and Responsibilities**

- Serve as primary support person and resource to user community.
- Prioritize, analyze, re-create and resolve system issues. Manage user expectations and provide concise, timely communication on the status of problem resolution. Open, update and close Help Desk tickets as required.
- Troubleshoot user problems locally or via remote control. Ensure that issues are escalated when necessary. Follow-up proactively to ensure the proper resolution of all open issues.
- Coordinate with Human Resources to provision equipment and services for new employees. Facilitate the purchase of hardware and software as needed.
- Plan and manage upgrades of existing hardware and software.
- Provide support for BlackBerry and other smartphones and mobile devices.
- Work with mobile service providers to adjust services and purchase or repair devices as required.
- Manage and maintain images of PC builds using Windows deployment services to efficiently configure and deploy PCs.
- Monitor WSUS to ensure critical updates are installed on PCs in a timely fashion.
- Manage Active Directory user accounts, groups and privileges as required.
- Share the responsibility to ensure that system backups are timely, successful and sent offsite regularly.
- Perform general Microsoft Exchange Server administration as necessary. Manage mailboxes, distribution lists, information etc...
- Coordinate equipment repairs as needed.
- Keep track of PCs during their lifecycle. Properly dispose of IT equipment at the end of their useful life.
- Help educate the user community with tips, tricks and best practices for Internet and application use. Emphasize information security.
- Understand software capabilities and features in order to provide a continuous high level of support.
- Occasional off-hours or on-call work is required.

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

The ideal candidate will have a degree in Computer Science or relevant IT certifications. An MCSE certification or equivalent experience preferred. This individual must have 3+ years of solid experience providing technical support in a fast-paced business environment.

Experience will include installing, maintaining, upgrading, and trouble-shooting personal computer hardware, software and peripheral and mobile devices.

Experience with the following products is highly desirable:

- Windows 2003/2008 Server
- Active Directory
- Group Policy
- Exchange Server 2003/2010
- Windows XP Professional, Window 7 Professional
- Office Professional 2007, 2010
- Windows deployment services
- Blackberry, Android, iOS and Windows mobile devices.

Experience with the following technologies is preferred but not required:

- Cisco Routers, ASA Firewall, Cisco VPN
- Microsoft SQL Server 2005, 2008
- Microsoft Access
- McAfee Total Protection Suite with E-Policy Orchestrator
- Windows Scripting, Powershell
- Knowledge of HP/Compaq notebooks, desktops and servers.