



Thanks again.

Help Desk Support Technician – Dallas

Trintech is the leading global provider of integrated software solutions for the Last Mile of Finance. From the time a transaction occurs to the time financial statements are issued, Trintech's innovative Unity Suite automates data collection, account reconciliation, financial close management, financial reporting, XBRL, and financial control testing. As a result, our 600 clients and 100,000 users worldwide benefit from an enterprise wide view into critical financial processes, and are able to increase efficiency, improve visibility, shorten cycle times, lower costs, and reduce risk.

We are looking for a highly talented; well organized; dedicated Help Desk Support Technician. This person needs to be committed to constant growth of knowledge and skills through a combination of company and self-driven work. This person will work as part of the global Information Systems Team working directly with internal staff to provide daily technical support.

Responsibilities:

- 1st level technical support of internal employees.
- Troubleshooting all areas of technology; Including but not limited to; Microsoft Office Suite, Microsoft Active Directory, Windows desktop support, remote user support, networking / LAN and VPN connectivity, backups, Hardware and Software and supporting peripheral equipment such as printers
- Daily desktop computer & maintenance of Helpdesk in line with SLA's
- Communication systems – phone, fax and email – design, administration & support
- Mobile communication support
- Facilities work as required
- Assist in production environment & customer-related issues
- Physical movement of equipment, etc. as necessary
- Specific work hours early mornings and some out of hours as required for maintenance scheduling (nights or weekends)

Qualifications:

- Proficient in Microsoft Office suite 2007/ 2010
- Proficient in Microsoft Operating Systems i.e. Windows XP / Windows 7
- Good knowledge and working experience of Windows 2003 / 2008 Server
- Good knowledge and working experience of VMware, Hyper-V and Citrix virtualization technologies
- Good understanding and knowledge of LAN/WAN systems
- Good knowledge of Enterprise Backup solutions
- Thorough knowledge and abilities in computer hardware and software systems
- Good knowledge and abilities in communication systems – MS Exchange Server & Telecommunication Systems
- Associates degree and 1-3 years' experience as a IT/Facilities specialist
- Ability to effectively communicate in verbal & written formats
- Ability to provide regular reports to management
- Experience in SQL database and IIS administration is a plus
- MCSE certification desirable, but not required
- UNIX/LINUX experience preferred, but not required
- Experience in software and financial companies is a plus

Working at Trintech

Trintech has over 180 employees in the US and Europe. Trintech provides employees with a strong benefits package including Medical, Dental, Prescription, Vision, Life and Disability Insurance, as well as a 401K plan and 3 weeks paid vacation to start.

Trintech is an Equal Opportunity Employer