URBAN SCIENCE.

Position Description

TITLE: Associate – iHelp

CATEGORY: IT - IT Operations

OVERVIEW
The iHelp Associate will provide guided support for Regional Hosting needs in internal and external IT systems or environments. This position also supports internal end users with desktop, laptop, and mobile device hardware/software needs.

ESSENTIAL DUTIES AND RESPONSIBILITIES
- Assist in scheduling deployments and follow up with business units to ensure deployment scheduling procedures are followed and time allocation is appropriate.
- Ensure necessary and required information is provided with Hosting requests and follow up to obtain missing information in a timely manner.
- Assist in maintaining deployment documentation on the Hosting Portal (SharePoint) ensuring shared information is kept current.
- Adhere to corporate policies, procedures and security, ensuring standard procedures are documented, maintained and accessible by team members.
- Assist in providing technical support to troubleshoot problems that may arise
- Assist team in responding to critical incidents
- Assist in documenting asset information
- Actively monitor the global hosting ticket queue and assign tickets to the correct team/team member
- Assist in identifying hardware and software requirements for new hires, complete the set up and configuration of equipment and conduct new hire IT orientations,
- Accomplish with ITOps metrics
- Participate in ad-hoc IT Operations related projects or assignments, as needed.

QUALIFICATIONS, EDUCATION AND EXPERIENCE
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- Written and Verbal Communication:
- Teamwork & Cooperation
- Information Seeking
- Initiative
- Customer Service:
- Flexibility/Adaptability
- English Intermediate to high level skills
- Third language would be a plus

EDUCATION AND EXPERIENCE
- Baccalaureate degree in a technical field (computer science, computer engineering, information technology, information systems, etc.) from an accredited U.S. college or university, or equivalent foreign institution.
- 1 to 3 years of related work experience
- ITIL Certification required within 90 days of hire

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