

Position Title: Help Desk Technician

Location: Centennial, CO

Salary: \$45,000-\$60,000 annually

Company

National Valuation Consultants, Inc. (NVC) is the largest privately held, commercial real estate valuation and consulting company in the United States, with offices in Denver, Atlanta, Boston, Chicago, Cincinnati, Dallas, Houston, NY/NJ Metro, San Francisco, and South Florida. The Denver corporate office is currently seeking a full time IT **Help Desk Technician** to help us service and support various cloud and on-premise technologies. This role supports in delivering innovative, reliable, secure, and trouble-free technology experiences to our employees.

ESSENTIAL JOB FUNCTIONS

- Manage Help Desk tickets in a timely manner via phone and email
- Create and manage users and security groups in AD and Azure AD
- New user and workstation setup, user management including password resets, and Multi-Factor Authentication
- Working knowledge of Microsoft Office, preferably Office 365: Excel, Word, and Outlook large email inbox management PST/OST file support
- Basic understanding of Windows files shares and security permissions modeling
- Troubleshoot and resolve printers, drivers and issues related to print jobs
- Basic understanding of VoIP systems and general troubleshooting
- Basic understanding of Microsoft Server 2019 and newer operating systems
- Patching and updating Windows servers for software updates
- Basic understanding of audio/video systems and basic troubleshooting
- Assist with computer/phone equipment when employee moves desks/offices or as needed
- Basic understanding of network hardware such as firewalls, switches, routers, and modems

ESSENTIAL KNOWLEDGE, SKILLS, AND ABILITIES

- Effectively communicates with employees and other team members
- Ability to prioritize tickets based on the severity of the issue
- Ability to handle occasional high levels of stress
- Takes responsibility for assigned work and sees it to completion
- Able to initiate work independently and see to completion with minimal guidance
- Ability to work in a small team environment of professionals
- Excellent problem-solving skills
- Fast learner and eager to learn new skills
- Ability to multitask on multiple assignments / support tickets at a time
- Strong organizational skills: email inbox is organized, take notes during training and meetings
- Strong analytical skills
- Strong attention to detail

NICE TO HAVE

- Basic understanding of Citrix Cloud technology and Thin Client device support and management software such as Dell Wyse Management Studio
- Basic working knowledge of Microsoft Group Policy

OTHER FUNCTIONS

- May require occasional non-traditional work hours, after hour upgrades or maintenance, “on-call” status and/or 24/7 responsiveness
- Other I.T duties as required

NVC offers excellent earning potential and an office culture of friendliness, respect, teamwork, quality, and integrity. Included with this position is a comprehensive benefits package, including medical, dental, vision, disability, life insurance, 125 cafeteria plan, paid time off, 401k with employer match, and wellness and community involvement programs.

To be considered for the position, please send a **resume** to Patti Lujan at plujan@nvcinc.com. For additional information about NVC, please visit the company website at: www.nvcinc.com.

A background check will need to be successfully passed as a condition of employment.