

IT - Help Desk Analyst

Location: Chicago, IL

The IT Help Desk Analyst works with the Straits Financial Group team to provide IT support.

Responsibilities:

- Day to day support of:
 - Application Systems support such as Global Risk, Middle Office System, etc.
 - Desktop Support including application and infrastructure troubleshooting, setup, hardware or software issues, etc.
 - Server system support.
 - Network infrastructure support.
 - Phone system support.
 - User IT services.
 - Service desk requests to ensure they are handled in a professional and timely manner.
 - Alert monitoring and timely completion of scheduled jobs
 - Other duties and projects assigned by the IT Manager
- Incident support:
 - Prevent recurrence of faults through proper logging, tracking, studying and monitoring of incidence reports as well as the implementation of appropriate remediation actions.
- Project Support:
 - Assist with project tasks and implementation within the designated time line to ensure timely and quality delivery of IT services and projects.
- Documentation:
 - Maintain documentation on the necessary steps for setting up a workstation.
 - Properly document incidents and tasks.
 - Update inventory of IT equipment as necessary.
 - Maintain and update system and processes documentation.
- Changes Request Support:
 - Evaluate and track all change requests.
 - Work closely with the Group IT Team to ensure a seamless delivery of IT services to our business users.

Candidate Skills/ Requirements

- 2-3 years providing IT support
- 1 year providing IT desk side support
- Extensive computer trouble shooting knowledge
- Experience in the financial futures industry a plus

To apply for this position please send your resume and cover letter to opugh@straitfinancial.com