



John G. Ullman & Associates, Inc.

COMPREHENSIVE WEALTH MANAGEMENT SINCE 1978

We here at John G Ullman & Associates are seeking an Entry Level IT Help Desk/Back up Specialist for our growing firm. The individual will provide fast and useful technical assistance on computer systems for our staff. Assist in answering basic technical issues and offer advice to solve the issue or move to next level support person. An excellent Help Desk/Back up Specialist must have good technical knowledge and be able to communicate effectively to understand the problem and explain its solution.

Responsibilities for Help Desk Technician/Back up Specialist

Help Desk Technician

- Serve as the first point of contact for staff seeking technical assistance.
- Gather detailed information regarding the technical issues the user is experiencing.
- Create a Help Desk Ticket Record to document the need for assistance and the specific technical issues described by the user.
- Perform remote troubleshooting through diagnostic techniques and questions.
- Develop and evaluate the technical solutions available and implement the most effective technical solution to address the user's issues in a timely manner.
- Escalate issues to the next level of IT support depending on difficulty. Ability to direct unresolved issues to the next level support person.
- Respond to staff issues via phone and email to ensure the users are informed of the progress being made to resolve their technical issues, as well as confirming the solution that will be implemented.
- Close out Help Desk Ticket Records, indicating the solution that was implemented to resolve the user's issues.

IT Administration and Operations

- Maintain documentation of IT processes and procedures.
- Install, make changes and repair computer hardware and software.

Server Back-Ups & Disaster Recovery

- Diagnose and resolve issues with mission critical server backups.
- Test backup hardware and software on a regular basis to verify validity and consistency of recovery in a timely matter. Requires travel to offsite locations on a regular basis and quarterly.
- Test each backed up server for full disaster recoverability in a sandbox environment on a regular basis. Troubleshoot and resolve any issues found during the testing which will require some offsite travel.

Qualification for IT Help Desk/Back up Specialist

- Associates Degree in Information Technology or 2+ years of experience working in a help desk environment.
- Technology savvy with knowledge of automation products, databases, disaster recovery and back up support.
- Microsoft Windows environment experience
- Excellent problem solving skills and the ability to diagnose and resolve basic computer technical issues.
- Highly organized to keep help desk support calls running smoothly.



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- Detail oriented with ability to keep detailed notes on support calls.
- Strong interpersonal skills, and the ability to effectively communicate verbally and in writing with users throughout the firm.
- Must have the patience to interact with users who are experiencing technical issues, a customer service friendly attitude and the willingness to assist them, and the ability to work in a team environment to identify and implement solutions.
- Flexibility to work from time to time in evenings or weekends for installs/updates to system.
- Must be willing to travel between our local offices, as well as to our branch offices.

Key skills and competencies

- Commitment to the firms values
- Commitment to the highest level of ethics and integrity
- Commitment to the firm's fiduciary obligations
- Must be able to maintain confidentiality.
- Strong verbal and written communication skills
- Customer service oriented
- Problem-solving
- Team interaction and collaboration

Job Description:

To view the full job description go to <https://jgua.com/IThelpdesk>

About Us:

John G. Ullman & Associates is a wealth management firm committed to bringing human connection, attention to detail and trust to every aspect of financial planning. For over 40 years, we have helped clients plan for a lifetime of financial security, creating highly customized financial plans to manage, grow, and protect our client's wealth. Our team has grown to include a diverse group of expert financial planners, tax professionals, investment researchers, legal professionals and support staff in three separate New York State Locations; including our headquarters located in Big Flats, NY; and branch offices located in Corning, NY and Rhinebeck, NY.

To Apply:

If you are interested in applying, please e-mail a letter of interest and resume to the Human Resources Department at HR@jgua.com. Please indicate you are applying for the IT Help Desk position and use reference code EC-MA.