



IT SUPPORT TECHNICIAN II - Des Moines, IA

BH Management Services, Inc. • Des Moines, IA

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Job Snapshot

Full-Time
Degree - High School
Other Great Industries
Information Technology

Job Description

IT SUPPORT TECHNICIAN II - Des Moines, IA

2-3 years' experience with help desk support
Proven exp. with *intermediate* level support
Ability to maintain service level agreement (SLA) standards
Demonstrated troubleshooting/problem-solving/diagnosis skills
Desire to exhibit exemplary customer service skills

Position Summary: Responsible for providing timely intermediate support to all internal and remote end-users on a variety of workstation, hardware, software, network and peripheral devices within set company standards and guidelines. Mentors and provides resource support to the IT Support Technician I position.

About BH Management:

BH Management's roots date back to 1993 when Harry Bookey formed the company with a roster of just five apartment communities. Today, our founder continues to lead the firm, serving as inspiration for its 1,600-plus employees. BH Management currently has over 220 communities spread over multiple states and is continuously growing. This ranks BH Management Services 12th out of the 50 largest management companies in the United States. What may be less obvious, however, is how we got here. Our guiding principles are simple and direct. First, invest in employees—they are the front line of our team and the foundation of our success. Second, go above and beyond to satisfy customers.

Core Competencies:

- Problem solving: Having the ability to identify problems and issues of varying complexities, and to find effective solutions with few guidelines.
- Technical Expertise and Usage: Acquiring and applying technical and functional knowledge in a technological area of specialty.
- Initiative: Spotting opportunities within a circle of influence; anticipating threats and acting on them; self-starting rather than waiting passively until the situation demands action.

Essential Job Functions:

- Exhibits strong commitment to the service needs of the internal and external customer.
- Represents the company in a professional and courteous manner.

HELP DESK SUPPORT:

- Provides intermediate level support, including remote support, to install, configure, test, and troubleshoot workstation, hardware, software, tablets, and peripheral devices.
- Uses the automated help desk ticket management system to access service requests and track progress from creation through resolution.
- Assists with identifying and researching advanced level support problems including timely communication to next tier level of support.
- Responsible for intermediate level workstation configuration and password re-set requests.
- Maintains a 90% or higher Service Level Agreement (SLA).

OTHER DUTIES & RESPONSIBILITIES:

- Maintains accurate and up-to-date inventory of computer and peripheral related equipment.
- Assesses onsite property systems to ensure compliance with company guidelines and policies.
- Creates and updates knowledge-based WIKI articles.
- Provides training assistance to internal and remote employees on use of equipment and general IT related policies and procedures.
- Participates in the selection and mentoring of the IT Support Technician I position.
- Assists with project related assignments.

Non-Essential Job Functions:

- The ability and means to travel up to 10% locally, overnight, in specific regions or states via automobile and airplane may be required.

Minimum Qualifications/Skills:

- High School Diploma
- 2-3 years' experience in field or related area
- Intermediate level computer and Microsoft desktop technology experience
- Strong troubleshooting, problem-solving and support skills
- Experience in business network troubleshooting, implementation, and VPN configuration
- Intermediate knowledge and experience in operating systems, networks, hardware, software protocols and standards, etc.
- Ability to maintain a 90% or higher Service Level Agreement (SLA)
- Ability to work with clients remotely with or without remote assistance software
- Ability to work as needed, on-call to assist with emergencies
- Effective oral and written communication skills
- Ability to work with a diverse group of people in a collaborative environment
- Ability to handle multiple projects and thrive in a fast-paced environment
- Familiar with standard concepts, practices, and procedures within a particular field
- Relies on experience and judgment to plan and accomplish goals
- A certain degree of creativity and latitude is expected

Desired Qualifications/Skills:

- Associates degree in field or related area
- Intermediate level knowledge troubleshooting connectivity related issues
- A valid driver's license may be required

Work Schedule: 8am-5pm, Monday-Friday, or as needed to meet business needs; may require working hours outside normal business hours for on-call emergencies.

Physical Requirements/Environment: The physical requirements described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

This job generally operates in a professional office environment, but may also occasionally operate in an outdoor environment. While performing the duties of this job, employees must be able to remain in a stationary position for long periods of time, occasionally move about the office, constantly operate a computer and other office equipment, communicate regularly and effectively with

others, both written and verbally, and may occasionally lift up to 30 pounds.

This position requires close visual acuity to perform an activity such as preparing and analyzing data and figures, viewing a computer terminal, and extensive reading.

The ability and means to travel locally, overnight, in specific regions or states via automobile and airplane may be required.

All BH employees are expected to conduct themselves in a professional manner at all times, perform the tasks delegated by supervisors, and observe and support the company's policies and procedures.

Benefits:

At BH our employees and their well-being are important to us. This is why we offer a comprehensive and valued benefits package to fit the individual needs of each employee and their family. Some of the benefits we offer include:

Your Health Plans:

- Medical
- Dental
- Vision
- Life
- Disability
- Flexible Spending Accounts

Your Money Management:

- 401(K) Retirement Savings Plan with Company match
- Direct Deposit

Your Work Life Balance:

- Paid Time Off
- Paid Holiday

Your Career:

- Competitive compensation and earnings potential
- Employee Referral Bonus
- Training/mentoring programs
- Internal opportunities for career advancements
- Educational Reimbursement

Equal Opportunity Employer. Drug Free workplace. Employment offers are contingent upon successful completion of a background check and drug screen.

Job ID: 8470

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At BH Management Services, LLC, our philosophy is simple. We strive to provide the highest quality living environment at our apartment communities in order to retain satisfied residents. Whether you are seeking an economical efficiency or a spacious luxury apartment, we can offer you a home that meets your needs combined with quality amenities and customer service that are second to none. BH Management Services, LLC currently manages communities in more than 20 states.

Contact Info

- Des Moines, IA