



**PENSION RESERVES
INVESTMENT
MANAGEMENT BOARD**

Help Desk and Operational Support Specialist

General Description

Join the \$75 billion Massachusetts Pension Reserves Investment Management Board (PRIM), an innovative and highly performing investment fund, as a Help Desk and Operational Support Specialist. Reporting to the Director of Information Technology, the Help Desk and Operational Support Specialist is responsible for providing technical assistance and support to more than 50 PRIM employees related to computer systems, hardware, and software. Additionally, the Specialist will provide administration of various end-user and operational software systems used by the business. Successful candidates will have the technical proficiency required, effective communication skills and be able to build working relationships with PRIM's computer end users, IT team, and external vendors.

It is a great time to join PRIM as we are experiencing an exciting time of growth. Our team works hard on behalf of the Commonwealth, responsibly investing and growing the Massachusetts retirement fund for the benefit of our state and municipal employees and public-school teachers. PRIM offers a healthy work-life balance and is an inclusive employer seeking to foster a diverse, collaborative and curious culture.

PRIM's Mission

PRIM works diligently for Massachusetts State Employees and Teachers, along with local Retirement Systems throughout the Commonwealth, providing a professional investment service that maximizes the return on investment within acceptable levels of risk by broadly diversifying its investment portfolio, capitalizing on economies of scale to achieve cost-effective operations, and providing access to high quality, innovative investment management firms, all under the management of a professional investment staff and members of the PRIM Board and its Committees.

Responsibilities and Duties Include:

- Manage help desk service requests on Windows-based desktops, laptops, and peripherals.
- Provide technical support to end-user requests received through ticketing system.
- Resolve frontline computer incidents related to Microsoft Operating systems and Microsoft Office applications.
- Administer accounts in Active Directory, email, and internal business applications.
- Operational and user administration of various collaboration, communications, email and remote access tools, such as MDM, O365, multifactor authentication, VPN, spam filtering, email vaulting, hosted VOIP and backups.
- Prepare, configure and troubleshoot desktops, laptops, desk phones, cell phones, printers, and other end-user devices.
- Train/Onboard new employees on the PRIM IT environment.
- Provide audiovisual support for presentations and meetings.

- Maintain and monitor the Local Area Network (LAN), Wide Area Network (WAN), Wireless Networks and other IT and telecommunications systems.
- Support PRIM's technology projects and system enhancements.

Qualifications

- Associates or Bachelor's degree in Information Technology or Computer Science desired.
- Possession of, or desire to obtain, certifications from Microsoft or other relevant 3rd party providers (CompTIA A+, MCSA: Windows 10, etc.), relating to this job's responsibilities.
- Two to four years of related technical experience. Knowledge of Microsoft Office and PC based applications and modules.
- Technical proficiency installing, configuring, and troubleshooting hardware and software.
- Technical proficiency with mobile and IP phones.
- Technical proficiency with network and operating system upgrades.
- Technical proficiency with A/V equipment and conferencing software such as GoToMeeting or Webex.
- Must demonstrate effective written and oral communication skills, as well as listening skills, to interact productively and efficiently with computer end users, IT team, and external vendors.
- Must demonstrate and value excellent customer service.
- Must demonstrate ability to manage multiple concurrent priorities or activities, and effectively make good judgments in prioritizing and time allocation.
- Must be solution-oriented and enjoy problem-solving.
- Must be occasionally flexible in work hours.

It is the policy of Pension Reserves Management Board to afford equal employment opportunity to all qualified persons regardless of race, color, religious creed, national origin, ancestry, age, military status, sexual orientation, disability, genetic information, gender identity, gender expression or gender unless based upon a bona fide occupational qualification.

Interested candidates should submit a cover letter and resume via the link below:

<https://app.jobvite.com/j?cj=olhmbfwg&s=PRIM>