SPS Commerce, Inc.

Title: Desktop Support Analyst

Location: 150 Clove Rd. Suite 400, Little Falls, NJ

Job Type: Full-Time (Entry-Level)

Compensation Type: Salary

Start Date: 5/29/2017

Job Description: The Desktop Support Analyst is responsible for support of SPS Commerce users on cloud-based services and hosted applications. Due to the exciting growth we have had, we are looking to add another collaborator on our Corporate Technology Team. In this role, you would be responsible for configuring, monitoring and troubleshooting core user systems including hardware, operating system, networking and application-level support.

You'll be responsible for ensuring the individuals in the organization have adequate hardware and software set up to ensure they are able to be productive in their roles! You'll be providing technical assistance to end user corporate desktop configurations, including but not limited to the Windows laptops, Windows 7/10 Enterprise, Mac laptops and Mac OS Yosemite and later, office productivity software, end user email and Internet connectivity.

Qualifications: Excellent troubleshooting skills are ESSENTIAL, as is an ability and desire to understand root causes of problems in a technical environment. You possess a solid understanding of service support principals and the ability to balance multiple projects concurrently in a fast paced environment.

You'll bring 1-2 years of experience, which highlights a technical understanding of computers, networks, and Windows OS (7/10 Enterprise) and Mac OS. Because you love helping people and solving problems, you also have excellent interpersonal and relationship building skills.

And because we're a technology company, we're always looking for the newest tools that will help us do our jobs better. You'll get the chance to research and find new technologies and equipment we want to purchase for new hires and SPS team members, such as user laptops, peripherals, and software.

- College degree
- MCSE, MPC, A+ - desirable
- Self-motivated and detail-oriented, with a highly professional demeanor
- Experience with Imaging and SCCM a plus

Application Instructions:  https://careers-spscommerce.icims.com/jobs/2412/entry-level-desktop-support-analyst/job

About the Organization: SPS Commerce provides cloud-based, SaaS solutions to the world's leading retail brands and trading partners.