

INFORMATION SUPPORT SPECIALIST

WHO WE ARE

PrimeView is a ten year old, full service digital marketing and web development agency based in Scottsdale, Arizona. **PrimeView** has won Phoenix Business Journals top 25 design firms, listing for 4 years running for small and medium-size businesses. **PrimeView** recognizes the contributions our employees make to our success as a company. As a result, we have built a different work experience for our employees, one which recognizes individual performance and rewards those who are successful at **PrimeView**.

GENERAL DESCRIPTION

The **Information Support Specialist – Help Desk** position will be responsible for supporting day-to-day application and technical support for **PrimeView** and its customers. An ideal candidate would be a fast and eager learner who takes initiative to learn new technologies. Salary DOE.

SKILLS AND QUALIFICATIONS

- Working knowledge of MS Server Administration, MS Operating Systems, MS Software Products, Exchange, and networked systems. Additional knowledge of Linux would be a plus.
- Strong communication/interpersonal skills, and the ability to work through projects independently or with minimum supervision is required.
- Attention to detail and ability to document tasks and procedures is needed.
- Ability to create, install, and modify hardware based on diagnosis.
- Candidate will also be able to multi-task and prioritize.
- Demonstrated system level trouble shooting.
- Working knowledge of HTML, JavaScript, ASP, and SQL Server.
- Available between the hours of 8:30 am to 5:30 pm.

DUTIES INCLUDE BUT ARE NOT LIMITED TO:

- Answer incoming phone calls.
- Tracking customer support information.
- Technical support for customers through resetting passwords, troubleshooting server errors, holding GoTo Meetings, creating email and ftp accounts.
- Help customer both online and over the phone.
- Install, repair, and maintain desktop and server hardware.
- Create, and Maintain back up and storage systems.
- Install software, patches, and updates.
- Research and implement new technologies that will make **PrimeView** more efficient to its customers.
- Organize and maintain file structures on server.
- Create scripts to alleviate repetitive tasks.
- Create and maintain DSN, and DNS information, including registering domains.
- Create SSL Certificates.
- Perform ongoing development and maintenance of the various applications.
- Apply Quality assurance testing procedures to all carts, applications
- Manage all user accounts, settings, and email profiles.

TO APPLY: Send Resume

hiring@primeview.com – WWW.PRIMEVIEW.COM