

IT Desktop Support Specialist for Bluebeam Software

Bluebeam Software, Inc., a software company based in Pasadena, CA has an immediate need for an IT Support Specialist. This person will provide primary support for all end user desktop technology needs, including computer, telephone and peripheral devices. You will be supporting our current employees, which currently number under 100, but you will also support all our new hires and we are growing!

We are a proactive, positive, tight-knit team with a great sense of humor and passion for our work. Our next team member needs to exhibit these qualities as well as meet the following requirements:

Responsibilities

The IT Desktop Support role is to provide a single point of contact for end users to receive support and maintenance within the organization's desktop computing environment. This includes ordering, installing, diagnosing, repairing, maintaining, and upgrading all hardware and equipment (including but not limited to PC, phones, printers and scanners) to ensure optimal workstation performance. The person will also troubleshoot problem areas in a timely and accurate fashion, and provide end-user assistance where required.

Additionally, the IT Desktop Specialist will

- Research technical issues using available information resources and advise management on appropriate actions.
- Provide support for A/V presentations, video conferencing and related equipment as needed.
- Interface with third party vendors to coordinate support & repair related activities.
- Stay current with changes in environment, technology, system information and updates.
- Support and maintain user account information including rights, security and systems groups.
- Work on IT-related side projects as assigned.

Requirements

A successful Bluebeam IT Support Specialist will possess tremendous patience, great interpersonal skills and will be helpful by nature. In addition he/she should have the following:

- CRITICAL: Customer service skills. Bluebeam has exceptional standards for customer service, not only for the clients we support, but also for our employees. It is our expectation that the person in this role will like to work with others and will help them solve problems with a positive attitude and helpful spirit.
- Good oral and written communication skills
- Team disposition
- Reliability & trustworthiness
- Learning skills
- Problem analysis, solving & logical thinking skills

- Ability to adapt to a changing environment
- Planning and organizing skills
- Attention to detail
- Ability to see a project through from start to finish
- Stress tolerance
- 2-5 years of experience in acquisition, installation, and support of computer workstations
- Must be an information technology generalist with the ability to attain a broad awareness of all technologies and their functionalities
- Bachelors degree in an IT-related industry preferred

Candidates should be familiar with the following:

- Microsoft Outlook 2007, 2010
- Microsoft Office 2007, 2010
- Microsoft Windows 7, XP
- Antivirus software
- Malware software
- Virus cleaning
- Computer staging/restaging
- Password resetting email, network, other systems
- Knowledge of Microsoft Active Directory and Windows Domain technology
- Understanding of remote network access including VPN software and configuration
- Understanding of phone technology, including VOIP
- Network troubleshooting skills
- Apple MAC experience desirable
- Window Citrix and Xen Desktop
- Virtual Machine knowledge, Vmware in particular

If you think you are good match for the Bluebeam team, please send the following to workeng@bluebeam.com :

- ✓ Cover letter detailing why this position is intriguing to you and why you are qualified to meet the requirements.
- ✓ Resume

About Bluebeam:

Bluebeam Software develops smart, simple PDF creation, markup and editing software for paperless workflows. Our award-winning products are used by the world's top architecture, engineering and construction firms, as well as government agencies. We also have a strong following among tablet PC users, students and educators, accountants and even lawyers. Our company is an open, creative environment in which we work hard and have a great time in the process. If you have a strong work ethic and undying desire to make things your own, then Bluebeam just might be the right place for you, too. Learn more about us at www.bluebeam.com.

Learn more about the Bluebeam team by watching this video:

<http://www.bluebeam.com/work-at-bluebeam>