



Position Title: IT Help Desk Associate

Reports To: Director of Infrastructure Services

Location: Wakefield

Department: Technology Services

FLSA: Non-Exempt

The **Purpose** of Your Role:

The IT Help Desk Associate is responsible for providing support to 200+ end users on all IT systems and applications by providing customer service, trouble shooting problems, and advising on appropriate actions. The Help Desk Associate is also responsible for maintaining the desktop, network and server infrastructure.

The **Expertise** we're looking for:

- Proficient knowledge of Office 2010 and Office 2016
- Knowledge of Windows 7 and Windows 10
- Experience with centrally managed Antivirus applications
- Experience with Hardware/Software troubleshooting of desktops, laptops, Thin clients.
- Server support experience with Windows Server 2008 & 2012
- Proficiency with Active Directory
- Desktop/end user support experience
- Citrix Xenapp or Windows Remote Desktop experience
- Experience with backup monitoring and administration, Exchange Server administration, HP network administration
- Knowledge of IP routing protocols, SMTP, TCP/IP, DNS

The **Behaviors** that you bring:

- **Integrity** – Your customer-centric attitude and commitment to doing what is right for our company and ultimately our clients
- **Expertise** – You are a team player and continuous learner. You share your knowledge with the team, embrace new learning opportunities, and search for ways to improve our operations
- **Empowerment** – You demonstrate organizational skills, the ability to manage deadlines and troubleshoot issues independently
- **Excellence** – Your detail-oriented approach leads to quality processing results for our employees and your communication skills allow you to communicate effectively with internal team members.
- **Innovation** – You learn quickly, collaborate with others, and share your ideas for improving our service

The **Excellence** you deliver:

- Work with the IT team to assist with infrastructure upgrades and projects
- Install and configure new software and hardware
- Deploy physical machines in the hosted datacenter
- Write and manage technical documentation, policies, and procedures
- Help define and establish common and advanced system administration functions
- Troubleshoot and configure networking equipment
- Develop, maintain and monitor procedures for all server backups
- Perform on-site and remote technical support
- Provide emergency 24/7 on-call support on a rotating schedule

**About You:**

We are looking for someone who is eager, ready to learn, and take on new challenges. We are looking for someone who is results driven, with excellent analytical and problem solving skills. Although frequently working as part of a team, this person must be able to work independently on projects and finish them within time and budget. Our industry is forever changing and we are looking for someone who is flexible and willing to embrace change.

Education, Skills and Experience:

- College degree in related technical / business areas or equivalent work experience.
- Experience with Hardware/Software troubleshooting of desktops, laptops, Thin clients
- 1-2 years of experience in a Systems Driven IT Department
- 1-3 years of experience providing desktop/laptop/server/network support in a fast paced environment where the technology is constantly evolving
- Desktop/end user support experience

Our Company:

Sentinel Benefits & Financial Group proudly serves more than 3,500 clients throughout the U.S., and for 31 years, we've remained devoted to making a difference in the lives of our people, our clients and our community. With nearly 200 professionals tied to our mission to deliver great service—and a 9-year average associate tenure—we have become the thought leader we are today.

We're looking for dynamic individuals, self-starters and team players to join our team. Recognized as one of the largest employee benefits firms in Massachusetts (Boston Business Journal), a top 100 retirement plan adviser (PLANADVISER Magazine), and the 2016 recipient of the Best-in-Retirement Business IMPACT Award™ by Charles Schwab, our in-house experts—and their commitment to excellence—define who we are.

Our Culture:

Our people care about our organization. We are a company with a mission to be the best in our industry. Being part of this company means that you are part of something special. Sentinel Benefits & Financial Group offers paid vacation, 10 Holidays and 1 floating holiday, company sponsored medical and dental insurance, life insurance, AD&D, short and long-term disability, 401(k) Plan. Sentinel Benefits & Financial Group is an Equal Opportunity Employer.

Interested candidates should email a resume to: hr@sentinelgroup.com, **SUBJECT LINE: IT Help Desk Associate**. For further information, please check us out at www.sentinelgroup.com