



IT Help Desk Specialist

Greenville, SC

Lima One Capital, LLC is searching for a Help Desk Specialist with 2 years' experience. The Help Desk Specialist will be responsible for managing the help desk ticketing system, application support, installing and maintaining user computers, telecommunication hardware, printers and related hardware. This role services the entire organization and the ideal candidate must be comfortable working in a fast-paced entrepreneurial environment.

A generalized list of job responsibilities is below:

- Managing and processing tickets using Freshservice
- Manage and support Active Directory, VPN, and network printer configuration
- Remote Access through Citrix
- Provides technical assistance for computer hardware, software, mobile devices and telecommunication operations.
- Coordinates with hardware vendors to request service on inoperative products or services
- Assists in regulating system and data access to systems in accordance with established departmental security policies
- Interfaces directly with end users to resolve a wide range of system and hardware issues
- Provide accurate service within communicated SLA's
- Support the Network Engineer with IT projects

Desired skills include:

- Full scope knowledge of Microsoft Office suite
- ITSM Ticketing tool experience
- Strong technical aptitude and analytical/problem solving skills
- Able to communicate effectively with non-technical staff
- Experience with systems administration, including system maintenance, workstation support, internet connectivity, security services and active directory
- Basic understanding of Windows Servers
- Basic knowledge of Service Desk metrics/SLA's
- CompTIA A+ or similar certification preferred

Benefits

- Medical Insurance
- Life, Short-Term Disability, Long-Term Disability
- 401k plan

Lima One Capital
201 East McBee Avenue, Suite 300
Greenville, SC 29601

Phone: 1-(800)-390-4212
Web: www.LimaOneCapital.com
Email: info@LimaOneCapital.com



- Paid vacation

Lima One Capital, LLC

Lima One Capital, LLC is a fully capitalized, direct lender for residential real estate investors and homebuilders, with a national reach across 42 states and the District of Columbia. We are revolutionizing the hard money industry with our highly competitive and straightforward rates, the length of our loans, and our unmatched customer service. Our loans provide our clients with the ability to capitalize on great opportunities in the real estate market, and we hold firm to a policy of no hidden or junk fees. We close loans quickly and offer our clients the most professional customer service in the industry.

Our mission at Lima One Capital is to become the nation's largest and most respected lender dedicated to real estate investors and homebuilders. We are committed to serving our borrowers and exist to assist them in succeeding with each investment property they undertake. Our unique team process adds value and mitigates risks for our borrowers. We emphasize excellence and integrity in every aspect of our business and we possess the moral courage to carry out those principles always.

The Lima One Capital team has a passion for our borrowers and their entrepreneurial spirit. We love this industry because we recognize the social and economic impact that our borrowers have on communities and the economy as a whole. Lima One Capital is proud to play a role in this process. Our borrowers experience the most efficient and professional lending process in the business today.