



IT HELPDESK SPECIALIST

About the Firm

Los Angeles Capital is a global equity firm engaged in managing assets for leading institutions around the world. The firm is recognized as a pioneer in dynamic equity management, utilizing proprietary technology to engineer equity portfolios that adapt to today's equity market. The firm's senior investment professionals bring together three decades of investment experience to develop models for measuring and forecasting return and risk of global equity securities. The firm manages approximately \$29 billion in assets amongst a wide variety of public equity strategies designed to meet institutional client return and risk objectives. The Firm was ranked four years in a row by Pensions and Investments as one of the "Best Places to Work in Money Management".

About the Position

The IT department is looking for a Helpdesk Specialist with 4+ years of experience to join their team.

Key Job Responsibilities:

- Provide technical assistance and support for issues related to computer systems, software, and hardware. (PC, Notebook, Apple, Surface tablets, iPads, iPhone, Android, Printers, and etc.)
- Diagnose and resolve computer problems and requests from users in a timely manner.
- Communicate with users on status and resolution of issues; Follow-up with users to ensure issue has been resolved.
- Maintain daily performance of computer systems.
- Utilize an issue tracking system to input and manage user requests and issues.
- Write how-to and training manuals, and assist in training computer users.

A qualified candidate will:

- Display solid work habits, prioritize work in order to meet deadlines, be pro-active, have good problem solving skills, and be organized.
- Work well in a team environment and create a positive relationship with the IT team, business users, and external partners.

Minimum Qualifications:

- Minimum Bachelor's degree in Computer Science, Computer Engineering, or Information Systems Technology
- 4+ years of helpdesk or IT experience
- Highly technical, detail-oriented, high energy, and self-starter personality

- Excellent oral and written communication skills
- Familiar with Symantec Antivirus / Malwarebytes Enterprise Edition, and Symantec Backup Exec / Acronis Backup
- Familiar with Disaster Recovery testing, VPN, IP, and DNS
- Experience with Microsoft Windows 7, 8,10, Microsoft Office Suites 2013/2016, WSUS
- Experience with WiFi 802.11 AC protocol and Audio/Video media setup

Preferred Qualifications:

- Experience with PBX phone system, Analog, Digital, VoIP phones, and fax
- Experience with Quest KACE 1000 (Formerly Dell KACE)
- Scripting and PowerShell experience
- Experience with Office 365 Exchange
- VDI experience
- IT Certifications

To apply:

Please respond with a cover letter and resume to careers@lcapm.com.

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