



## **Technology Support Analyst**

Ennov Group is a technology services startup founded in Nashville, TN in 2016. We specialize in helping local healthcare companies implement and manage various types of technology. As our team grows, we are looking to hire a Technology Support Analyst to join our team at our offices in Brentwood.

Our ideal candidate would have skills in managing and maintaining IP networks, end-user desktop machines, some Active Directory, Office365 familiarity, DNS, DHCP routing familiarity. You must also have superb communication skills and be able to take ownerships of problems and follow through. Travel is occasionally required to other customer sites.

### **Duties and Responsibilities**

- Answer telephone calls and resolve incidents related to hardware and software
- Administer end-user workstations and support end-user activities on a primarily Microsoft Windows-based network.
- Investigate user problems and identifies their source; determine possible solutions; test and implement solutions.
- Maintain communication with user and provide updates throughout troubleshooting process.
- Manage PC setup and deployment for new employees using standard hardware and images.
- Assign and maintain users and computers to proper groups in Active Directory.
- Support PC deployment and end user move/add/change (MAC) processes including new PC setups, workstation configurations, PC reimaging
- Participate in acquisitions & integrations as required
- May travel to assist remote business units with desktop service requests during migration of business units.
- Other responsibilities and tasks as assigned by Management

### **Education and/or Experience**

A Bachelor's degree from four-year college or university and one to two years related experience and/or training; or equivalent combination of education and experience.

### **Other Skills and Qualifications**

- Understanding networking concepts including LAN and WAN connectivity.
- Written and verbal communication, analysis and problem solving
- Demonstrate solid troubleshooting skills and resolution decisions
- Handle difficult situations with tact and diplomacy
- Work independently with little supervision
- Operations experience in 24/7 environments
- On-call rotational duties required