



BrightHouse, a business division of the Boston Consulting Group, is looking for a Junior IT Technical Support Specialist for our Atlanta office. This position is customer service oriented and we aim to provide the best service possible. A positive attitude, willingness to help others and desire to be the best you can be every day is a must for this position.

### **POSITION SUMMARY**

The primary responsibility will be to assist the Information Technology department with all aspects of technology as it relates to BrightHouse. This includes, but is not limited to, user support, computer setup, maintenance and service, audio/visual, telecommunications, assisting with network and infrastructure maintenance, and all other technology needs both in the office and at remote sites.

### **BASIC JOB RESPONSIBILITIES**

- Provide a high level of customer service while supporting staff in a fast-paced environment
- Support includes, but is not limited to, Macs (primarily), PC's, AV, smart-phones, phone and voice mail systems, both in and outside the office
- Understand and effectively discuss services and software provided by BrightHouse IT
- Assist in preparing and deploying MacBook's for staff, including configuration and imaging
- Providing guidance to the use of devices and systems
- Support a variety of operating systems and applications
- Coordinate the repair and maintenance of AV, office printers and computing equipment with outside vendors
- Provide on-site/off-site technical support at special events, e.g., speeches, conferences, offsite meetings, etc.
- Communicate frequently with end users
- Maintain configurations of all notebook and desktop computer systems according to established BrightHouse requirements
- Document and update technology related instructions/procedures/knowledge articles is required
- Troubleshoot video conference and telecommunications systems in coordination with outside vendors

### **QUALIFICATIONS**

#### *Education/Experience*

- Post-secondary education in Technology or equivalent experience
- 1-2 years' experience in similar role
- Experience in effectively communicating and presenting technical concepts to management, peer group and staff
- Experience working with teams

#### *Knowledge*

- Experience troubleshooting Mac OS, Windows 7, Windows 10, MS Office Suite, Adobe Creative Cloud, Various Web Browsers, VPN/network connectivity, and Audio-Video systems
- Ability to diagnose problems and provide solutions and/or escalate to the appropriate person on the BrightHouse IT Team
- Basic skills in the following areas: MAC/PC/laptop hardware, software, telecommunications, mobile devices, and networking
- Lifting/moving equipment is required

### **KEY COMPETENCIES**

- Focuses on excellent customer service and needs of the entire BrightHouse user community
- Strong communication skills
- Displays self-starting attitude, resourcefulness and professionalism
- Reliable and cooperative team player; displays consideration and respect for others
- Displays tact, patience and the ability to handle stressful situations
- Demonstrates competence and character that inspires trust
- Communicates effectively with the users and technical staff
- Able to work independently, exercising sound judgment and initiative
- Demonstrates strong ability to identify, analyze and solve problems
- Focuses on continuous learning to further IT knowledge and career development
- Ability to work independently as well as in a team environment
- Meticulous attention to detail
- Ability to meet deadlines
- Ability to follow established procedures/standards
- Excellent oral and written skills

Qualified candidates should apply online at <http://thinkbrighthouse.com/careers> and submit a cover letter and resume to: [hr@thinkbrighthouse.com](mailto:hr@thinkbrighthouse.com)

BrightHouse, a business division of the Boston Consulting Group is an Equal Opportunity Employer. All qualified applicants will receive consideration for employment without regard to race, color, age, religion, sex, sexual orientation, gender identity / expression, national origin, disability, protected veteran status, or any other characteristic protected under federal, state or local law, where applicable.

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