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**IT Specialist**

**Maloney Properties – Voted “Best Place to Work” by its employees for 10 years!**

**About Us**

Established in 1981, Maloney Properties LLC is a successful real estate firm. Our services include property management, real estate development, hospitality management, sales/marketing, and construction management services. We manage more than 100 housing communities with more than 11,000 units throughout the New England area.

We attribute our success to the effective working partnerships we have created with both clients and staff. Maloney Properties has developed a unique culture and work environment that is a significant factor in our success and enables us to attract and retain the best talent and finest professionals in the industry. As a result, we have a high employee retention rate with an average employee tenure of more than 10 years.

We are a company with a human focus and feel passionately and genuinely that our employees are our greatest asset. We are dedicated to teamwork, staff development and training. We have created a community within our company; we set clear goals and

**Description**

The IT Specialist is part of the Maloney Properties’ help desk team that provides support to nearly 100 locations. This position provides software and hardware-related support to end-users and endpoint devices like Windows laptops, Apple iPhones, and Microsoft 365 Office products. This position also supports endpoint security products like anti-virus, mobile device management, and remote support applications. This position is hybrid and requires travel, when necessary, to our Central Office (2-3 days a week) in Wellesley, MA where devices are setup, repaired, and retired. The work hours are 9:00am to 5:00pm, Monday to Friday.

**Your Responsibilities**

* Troubleshoot and resolve incoming help requests from end users in a courteous manner. Resolution may require that issues be escalated or delegated to consultants or other members of the IT department.
* Manage the Helpdesk queue and ensure that all tickets are addressed in a timely manner. Follow-up on tickets that have been escalated or delegated to ensure they have been resolved.
* Document all pertinent end user identification information, including name, department, contact information, and nature of problem or issue. Record, track, and document the problem-solving process and actions taken through to final resolution.
* Notify the IT Department and end users of major system issues in a timely manner, including system down and cyber security incidents.
* Routinely evaluate helpdesk trends and make process changes and training recommendations. Develop job aids and how-to documents for end users.
* Assist with installations and updates of the latest software versions.
* Procure devices and equipment and facilitate software purchases as needed.
* Maintain up-to-date inventory for devices and equipment and recommend equipment to retire.
* Create images of computers and deploy these images to laptops and desktops.
* Configure all computers according to defined setups procedures.
* Decommission and securely destroy expired equipment.
* Research parts, equipment, and supplies needed for repairing devices.
* Maintain vendor relationships, process all IT invoices and follow-up on overdue invoices as needed.
* Correct account lockouts and urgent cell phone problems as needed.
* Other duties as required.

**Your Qualifications**

* Expert level computer skills are required with 4 years of related work experience.
* A degree in computer-related field is preferred but not required.
* Proven analytical and problem-solving abilities.
* Exceptional communication skills, both oral and written. The ability to present ideas and distilled concepts in user-friendly language is essential.
* Exceptional customer service skills, including strong interpersonal skills, with a focus on rapport-building, listening, and questioning skills.
* Keen attention to detail.
* Exceptional organizational skills and documentation skills.
* Ability to effectively prioritize and execute tasks in a high-pressure environment.
* Ability to absorb and retain information quickly.
* Proven success work in a team-oriented, collaborative environment.
* Ability to work independently, including in a work-from-home environment.
* Property management or HUD experience is helpful but not required.
* Experience with Yardi property management software is helpful but not required.
* A valid Driver’s License and access to a vehicle is required.
* Must reside in Massachusetts as traveled is required to the Central Office.

**Compensation & Benefits:**

MPI offers a family friendly workplace and healthy work-life balance. In addition to a competitive salary and benefits package we also offer the following:

* Training programs and opportunities that lead to employee advancement and promotions.
* A flexible work schedule and the ability in many cases to work remotely.
* A generous Employee Referral Program with a bonus of up to $1,000 per hire.
* Volunteer and fundraising opportunities for annual causes such as the AIDS Walk and Stand Against Racism, just to name a few.

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