

Mobile Phone Specialist

Maloney Properties – Voted “Best Place to Work” by its employees for 7 years!

Our team is hard-working and motivated toward providing the best possible housing experience for our residents. Our reputation for customer service and quality workmanship is exemplary in the industry.

About Us

Established in 1981, Maloney Properties, Inc. (MPI) is a successful women-owned business. 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 13,000 units throughout the New England area.

We attribute our success to the effective working partnerships we have created with both clients and staff. MPI 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, MPI has 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 work together to achieve them. Maloney Properties is an Equal Opportunity Employer.

Your Responsibilities

The IT Department is seeking candidates for a Mobile Phone Specialist role. This newly created position is based out of our Corporate Office in Wellesley, MA, but due to the pandemic our office is still working remotely from home along with the rest of the I.T. Department. Remote work status will be reassessed in the future. The work hours are 9:00am to 5:00pm, Monday to Friday. These hours are flexible, depending on team coverage for the Help Desk. Responsibilities include:

- Help users with cell phones (starting responsibilities).
- Role can and should grow into support of other technologies, such as office phones, cloud-based voice over IP (VoIP) phones, e-fax, meeting and collaboration software, and laptops.
- Work the help desk queue concentrating on cell phone requests (we manage 300 cell phones).
- Train users in basic cell phone usage, if needed.
- Use mobile device management (MDM) software to manage the cell phone as a fleet
- Work closely with other I.T. staff members and vendors
- Support users who may occasionally be stressed or frustrated with technology.
- Travel to shipping outlets (like Fedex or UPS) regularly to ship cells phones, computers, and other equipment.

Your Qualifications

- Certificate or two-year degree in a computer-related field (or 2 years of equivalent work experience).
- Experience with cell phone support, such as at a Verizon store is preferred.
- Cell phone skills (set up, configure, deploy, troubleshoot, factory reset, repair)
- Experience with mobile device management software is desired, but not required.
- Ability to use, configure, support, and repair other technology particularly phone, laptops, desktops.
- Excellent customer service skills - in person and on the phone
- Exceptional communication skills - verbally and written, listening and questioning
- Help Desk experience is desired, but not required.
- Some Accounting skills preferred, but not required (to process bill for 300 cell phones).
- Valid Driver's license and access to a vehicle is required.

Successful candidates will be fully vaccinated against COVID-19 as a condition of employment. Reasonable accommodation requests for religious or medical exemptions will be considered.

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.

Apply Now Via:

<https://recruit.hirebridge.com/v3/application/applink.aspx?cid=6584&jid=586606>