

# United States Jobs Expertini®

## Help Desk Technician

[Apply Now](#)

Company: Madison Capital Group Holdings, LLC

Location: Charlotte

Category: sales-and-related

Madison Capital Group Holdings, LLC, is a vertically integrated real estate investment and development firm with a primary focus on the Multifamily, Self-Storage and Boat and RV Storage sectors.

In the multifamily sector, we focus on the development of high-quality, suburban, garden-style apartment communities throughout the Southeast. In the Self-Storage and Boat and RV Storage sectors, we target value-add acquisitions as well as ground-up development opportunities on a national scale.

We are seeking a highly skilled Help Desk Technician to join our team at the headquarters office of GoStoreIt, the self-storage division of Madison Capital Group Holdings, located in Charlotte's South Park area. The ideal candidate will possess 3 to 5 years of experience in IT support, demonstrating proficiency in Windows 10/11, Microsoft Office Desktop Suite, use of remote support tools such as Splashtop, SonicWALL and other various firewalls, ISP troubleshooting, Atera or other ticketing system experience, end user support, inventory management, process documentation, VOIP systems, and Microsoft 365 Exchange/SharePoint/Teams administration.

In this role, you will be responsible for providing support to local users and managing remote support operations for over 100 retail locations across the United States. The successful candidate will have the potential for future growth to include support for other divisions within our larger organization and will report directly to the Director of IT for Madison Capital Group

Holdings.

**Responsibilities:**

Provide efficient remote technical support using Splashtop Business/SOS tools.

Ensure seamless operations for over 100 retail locations across the US.

Manage and troubleshoot SonicWALL and other various firewalls to maintain network security.

Identify and resolve issues related to Internet Service Providers (ISPs) affecting both local and remote locations.

Utilize Atera for ticketing systems to log, track, and prioritize support requests.

Maintain accurate documentation of issues, resolutions, and communication.

Provide exceptional customer service and technical assistance to local and remote end users.

Manage IT equipment and assets, ensuring accurate inventory records.

Develop and maintain documentation for IT processes, ensuring clear and comprehensive guidelines.

Administer and troubleshoot VOIP systems to facilitate effective communication.

Assist users with any issues utilizing Office Desktop Suite (Word/Excel/Outlook/etc)

Manage Microsoft 365 services, including Exchange, SharePoint, and Teams.

Collaborate with the IT team to implement and maintain security protocols within Microsoft 365.

**Qualifications:**

3 to 5 years of experience in IT support roles, with expertise in specified technologies.

Prefer candidates with at least an Associate's degree in an IT-related discipline (will consider

equivalent certification/work experience).

Proven ability to learn new systems and processes specific to industry.

Entrepreneurial spirit with ability to excel along with company growth.

Proficient in Windows 10/11, Microsoft Office Desktop Suite, Splashtop for remote support, Firewalls, ISP troubleshooting, and Microsoft 365 services.

Experience with Atera or other ticketing systems.

Strong background in end user support and training.

Knowledge of inventory management processes.

Experience with VOIP systems administration.

Proven ability to document and optimize IT processes.

Ability to lift/carry up to 50 pounds

#### **Additional Information:**

Location: Charlotte's South Park area (HQ office)

Type: Full-time

Growth Potential: The role has the potential to expand into supporting other divisions within Madison Capital Group Holdings.

Reporting Structure: Directly report to the Director of IT for Madison Capital Group Holdings.

[Apply Now](#)

#### **Cross References and Citations:**

1. Help Desk Technician [JapanjobsJobs CharlotteJapanjobs ↗](#)
2. Help Desk Technician [Videographerjobs Jobs CharlotteVideographerjobs ↗](#)
3. Help Desk Technician [Airconditioningjobs Jobs CharlotteAirconditioningjobs ↗](#)
4. Help Desk Technician [Nairobijobs Jobs CharlotteNairobijobs ↗](#)
5. Help Desk Technician [Whitecollarjobs Jobs CharlotteWhitecollarjobs ↗](#)
6. Help Desk Technician [SingaporejobsJobs CharlotteSingaporejobs ↗](#)
7. Help Desk Technician [Biomedicaljobs Jobs CharlotteBiomedicaljobs ↗](#)
8. Help Desk Technician [PhoenixjobsJobs CharlottePhoenixjobs ↗](#)
9. Help Desk Technician [ReceptionistjobsJobs CharlotteReceptionistjobs ↗](#)
10. Help Desk Technician [PlumberjobsJobs CharlottePlumberjobs ↗](#)
11. Help Desk Technician [PathologistsjobsJobs CharlottePathologistsjobs ↗](#)
12. Help Desk Technician [PerujobsJobs CharlottePerujobs ↗](#)
13. Help Desk Technician [NotaryjobsJobs CharlotteNotaryjobs ↗](#)
14. Help Desk Technician [MalaysiajobsJobs CharlotteMalaysiajobs ↗](#)
15. Help Desk Technician [BelgiumjobsJobs CharlotteBelgiumjobs ↗](#)
16. Help Desk Technician [Minneapolisjobs Jobs CharlotteMinneapolisjobs ↗](#)
17. Help Desk Technician [Johannesburgjobs Jobs CharlotteJohannesburgjobs ↗](#)
18. Help Desk Technician [Sqljobs Jobs CharlotteSqljobs ↗](#)
19. [Help desk technician Jobs Charlotte ↗](#)
20. [AMP Version of Help desk technician ↗](#)
21. [Help desk technician Charlotte Jobs ↗](#)
22. [Help desk technician Jobs Charlotte ↗](#)
23. [Help desk technician Job Search ↗](#)
24. [Help desk technician Search ↗](#)
25. [Help desk technician Find Jobs ↗](#)

Source[https://us.expertini.com/jobs/job/help-desk-technician-charlotte-madison-capital-grou-10440-](https://us.expertini.com/jobs/job/help-desk-technician-charlotte-madison-capital-grou-10440-3875/)

3875/

Generated on: 2024-05-03 by [Expertini.Com](#)