

IT Support Analyst St Paul

Due to outstanding growth, SBS Group of Companies is seeking an entry level, full time IT Support Analyst. We provide entry level candidates with the opportunity to learn and grow under experienced IT professionals in a rapidly expanding company. Take the challenge of a high volume environment with multiple hands on opportunities to work with various enterprise systems.

The **IT Support Analyst** is responsible for the following:

Primary Responsibilities

- Resolve or escalate all hardware, software, and network issues using Help Desk system
- Communicate and document resolutions in Help Desk knowledge base
- Ensure all IT requests have been completed or are still active
- Manage various user accounts in Active Directory, TMS applications, and SBS website
- Train end-users on how to use applications such as MS Office
- Assist in managing IT asset inventory and software licensing compliance

Established in 1997, and growing steadily, we provide our customers with airfreight and surface transportation services. With increased demand for additional time sensitive and high service level transportation services reaching across our borders, we continued to expand our service offerings in other areas including international import airfreight, ocean transportation, warehousing, and US customs services.

Hours are usually 8am-5pm, M-F. Salary is DOQ; benefit eligible.

This position requires:

- Competency managing desktops and server hardware and software
- Effective problem solving skills, sense of urgency and capacity to own and manage tasks until resolved
- Excellent communication skills, both written and verbal
- Ability to carry equipment up to 50 lbs and crawl under workstations maintain equipment
- Positive and courteous attitude as well as the patience to work with others having a diverse range of technical proficiency
- Driver's license and reliable transportation as site to site travel is required
- No felonies due to our work with Customs and TSA

Additional Desired Skills:

- Degree in Computer Science plus work experience
- Advanced level of Windows and Exchange administration
- Logistics/transportation background

For consideration, please send your cover letter and resume to hr@sbs-intl.com