



POSITION: HELP DESK TECHNICIAN

LOCATION: MANCHESTER, NH

WHO WE ARE

Acuant is a next gen Identity Verification Platform that reduces fraud while providing a seamless customer experience. Award-winning products include ID capture and auto-fill software and ID authentication with the industry's highest speed and accuracy rates. Solutions are deployable via web services (cloud), mobile and desktop applications. Acuant also offers Chip and e-Passport authentication with PKI, facial recognition software and manual review of IDs.

Holding more than 20 patents and powered by human-assisted machine learning, Acuant possesses the industry's largest ID library and has completed more than 3 billion transactions worldwide. Partners include Fortune 500 and FTSE 350 organizations and start-ups in all industries. For more information please visit WWW.ACUANTCORP.COM.

WHAT WE LOOK FOR

The Help Desk Technician is responsible for the day-to-day support and maintenance of all employee-related IT services and equipment for our LA and Manchester, NH office and remote workforce.

We're in search of troubleshooters and those who love to tinker and innovate with technology.

- Cover the entire lifecycle of an employee including the setup and configuration of laptops for new hires
- Manage of their ongoing trouble tickets, through any eventual termination
- Brief new hires on how to use key systems and how to reach out for your team's help in the future
- Provide first line support for hardware and software problems and requests, including networking and printer issues.
- Deactivate departing employees' user accounts in a timely manner, maintain an inventory of equipment out in the field, and keep track of equipment that needs to be replaced or re-provisioned
- Self-motivated individual with strong people skills and a knack for problem-solving
- 1-2 years of experience supporting Microsoft Windows machines in a professional office environment
- Functioning knowledge of Apple Mac OS
- Knowledge of Microsoft Office applications including Office 365, basic Microsoft Exchange administration (including PowerShell), Microsoft Active Directory, LDAP, RADIUS.
- Knowledge of both Apple and PC hardware



- Experience with printers, wireless access point, network switch, and VOIP/PBX hardware and configuration
- Proven ability to utilize systems, tools, and procedures to accomplish a task
- Process-oriented and with the ability to follow procedures
- Ability to lift at least 50lbs (monitors, workstations, servers, etc.)
- Experience working and supporting remotely is a plus

WHAT YOU BE RESPONSIBLE FOR

Support and maintenance will include internal desktop systems software, hardware, and infrastructure. Aside from acting as the first line of support for all internal users, you will also have a key role in onboarding new employees, including laptop and desktop configuration, system access, and security clearance.

HOW WE VALUE OUR EMPLOYEES

- You will always be heard, decisions are collaborative
- Competitive compensation
- Challenging and rewarding work
- Generous benefits package
- Work with an incredible team of smart and mission-driven people