

# IT SUPPORT TECH

## About Us

OVM Financial, Inc. is a locally owned mortgage company specializing in residential mortgages throughout Virginia, North Carolina, South Carolina, Florida, Georgia, Tennessee, Maryland, and Texas with offices in the Virginia, North Carolina, South Carolina, and Texas.

## Job Summary

Candidate will be responsible for installation, configuration, operation, and maintenance of the offices' hardware and software. This is a full-time and will report to the IT Director.

## Job Responsibilities

- Support end-user workstations and support end-user activities.
- Assist in the timely resolution of production interruptions.
- Investigate end- user problems and identify source; determine possible solutions; test and implement solutions.
- Repair and recover from hardware or software failures.
- Perform ongoing performance tuning, hardware upgrades, and resource optimization, as required.
- Install, configure, maintain, and upgrade workstations, laptops, mobile devices, and other related equipment, devices, and systems.
- Assemble, maintain, and troubleshoot office equipment.
- Account creation, deletion, or medication of supported user accounts.
- Perform and/or oversee software and application installation and upgrades.
- Provide computer orientation to new and existing company staff.
- Maintain confidentiality with regard to the information being processed, stored or accessed by the end-users on the network.

## Education and Experience

- High school diploma or equivalent.
- 1-2 years of Computer Support or Help Desk Support is preferred.
- CompTIA A+, Network+ or Security+ certifications are preferred.
- Basic understanding of network operations – DHCP/DNS/TCP/IP.
- Understanding of Microsoft Active Directory & Azure environments is a plus.

## Qualifications

- Experience with Windows operating systems and Windows Office products.
- Advanced desktop and basic network troubleshooting required.
- Skill in organizing resources and establishing priorities.
- Ability to install, configure and maintain personal computers, mobile devices, and related hardware and software.
- Ability to identify and resolve computer system malfunctions and operations problems quickly.
- Ability to communicate information, both verbal and written, to other staff.
- Ability to lift and move computer hardware, up to 50 lbs, for installation and maintenance.
- Shall at all times possess a valid motor vehicle driver's license.
- Shall at all times possess valid motor vehicle insurance as required by state.

## To Apply

Send resume to [randy@ovmfinancial.com](mailto:randy@ovmfinancial.com) with "Computer Support" in the subject line.