



IT Specialist

Maloney Properties – Voted “Best Place to Work” by its employees for 10 years!

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 130 housing communities with more than 11,000 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.

Description

The role of the IT Specialist is to work on the Maloney Properties Helpdesk and to provide a broad range of technical support to the end users of Maloney Properties. This support includes but is not limited to resolution of software and hardware issues related to end-users and endpoints like Windows laptops and iPhones. A thirst for knowledge is helpful. Users typically need support with M365 Office products, Adobe products, Azure Virtual Desktop, and BitLocker. This position will also support endpoint security products like anti-virus, mobile device management, and remote support applications. Additionally, the IT Specialist is responsible for the procurement, configuration and destruction of computer and network equipment. The work hours are 9:00am to 5:00pm, Monday to Friday (these hours are flexible, depending on team coverage for the Help Desk).

Your Responsibilities

- Troubleshoot and resolve incoming help requests from end users in a courteous manner. Resolution may require that issues be escalated or delegated to consultants or other members of the IT department.
- Manage the Helpdesk queue and ensure that all tickets are addressed in a timely manner. Follow-up on tickets that have been escalated or delegated to ensure they have been resolved.
- Document all pertinent end user identification information, including name, department, contact information, and nature of problem or issue. Record, track, and document the problem-solving process and actions taken through to final resolution.
- Notify the IT Department and end users of major system issues in a timely manner, including system down and cyber security incidents.
- Routinely evaluate helpdesk trends and make process changes and training recommendations. Develop help sheets and frequently asked questions lists for end users.
- Assist with installations and updates of the latest software versions.
- Procure all computer and network equipment and facilitate software purchases as needed. Maintain defined inventory levels for standard equipment.
- Maintain baseline systems, build images, and configure all new computers according to defined setups procedures.
- On at least an annual basis, create a list of recommended equipment to be retired and facilitate the secure destruction of expired equipment.
- Maintain vendor relationships, process all IT invoices and follow up on overdue invoices as needed.
- Correct account lockouts and urgent cell phone problems as needed.
- Other duties as required.

Your Qualifications

- College degree in computer science and/or 4 years of equivalent work experience.
- Expert level computer skills required.
- Property management or HUD experience is helpful but not required.
- Experience with Yardi property management software is helpful but not required.
- Intermediate experience with POs, invoices, and payments is preferred.
- Exceptional writing, and oral communication skills.
- Exceptional interpersonal skills, with a focus on rapport-building, listening, and questioning skills.
- Exceptional organizational skills and documentation skills.
- Ability to absorb and retain information quickly.
- Ability to present ideas in a user-friendly language.
- Keen attention to detail.
- Proven analytical and problem-solving abilities.
- Ability to effectively prioritize and execute tasks in a high-pressure environment.
- Exceptional customer service orientation.
- Experience working in a team-oriented, collaborative environment.
- Ability to work independently, including in a work-from-home environment.
- A valid Driver's License and access to a vehicle is required.
- Must reside in a state that we operate in (MA, RI, NH, VT)

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.

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