Will you be part of our adventure?

We are looking for enthusiastic team members who take pride in what they do. We want people who have great ideas and want to be heard, people who think no job is too big or too small, people who feel the team spirit and want to excel! Does this sound like you?

We are currently seeking a part time **IT Desktop Support Technician** to join Playful. Playful is a developer and publisher of entertainment software, with a reliance on high performance networks and leading-edge development hardware and software. The IT Desktop Support Technician's primary roles will be providing direct IT technical support for our development and business operations teams, supporting and managing all hardware inventory and software licenses, and other duties as required to help maintain efficient and effective business operations. We are a mixed Mac and PC environment. This is a customer service role focused on our employees; you'll be helping to make Playful the best place to work!

No day will be the same, but here are some typical recurring tasks:

- Troubleshooting and resolving any hardware or software problems
- Configuring and supporting computers, printers, gaming consoles, and other devices
- Troubleshooting and resolving network connectivity issues
- Managing tracking and inventory of IT equipment
- Managing and allocating software licenses
- Managing teleconferencing and conference room equipment
- Supporting VOIP telephone systems
- Providing recommendations and specifications for IT-related solutions
- Helping to define and implement IT policies and processes
- Providing technical support for offsite and remote employees
- Other duties as needed

What will help you be successful in this role?

- 2+ years IT experience in desktop support supporting 80+ users
- An emphasis on providing high-quality customer service experiences
- Industry certifications (MCSA, A+, ACMT, HDI-CSR) preferred
- Ability to prioritize and maintain professionalism while multi-tasking
- Strong organization and documentation skills
- Experience utilizing best practices for internal IT services
- Ability to communicate effectively with all levels of the organization
- Strong familiarity with Mac and Microsoft workstations and software
- Experience troubleshooting wired & wireless network issues
- Good understanding of confidentiality and information security
- Ability to work independently and meet deadlines

To apply, please send your resume to hiring@playfulstudios.com