



## IT Help Desk Specialist

We're a forward-thinking team passionate about innovation, collaboration, and solving real-world challenges with technology. If you're looking for a place to kickstart the next stage of your IT career, grow your skill set, and work with an amazing team, we'd love to meet you!

### Why This Role is for You:

Are you ready to take your IT skills to the next level? As our **IT Help Desk Specialist**, you'll be part of a team that not only supports the essential day-to-day tech needs of a growing organization but also tackles exciting new projects that will deepen your IT expertise. This is your chance to become a tech hero for your colleagues while building a rock-solid foundation for your career in IT.

### What You'll Do:

#### 1. Master CRM Support (Shape CRM):

- ☒ Be the go-to person for our team members navigating **Shape CRM**.
- ☒ Troubleshoot and resolve issues while providing tips and tricks to help colleagues work smarter.
- ☒ Build your expertise in CRM systems—a skill that's in high demand.

#### 2. Own IT Help Desk Support:

- ☒ Help our team thrive by keeping their **Windows laptops** running smoothly.
- ☒ Diagnose issues, perform maintenance, and save the day whenever technology hiccups arise.
- ☒ Document your solutions to make future troubleshooting even easier.

#### 3. Be a Microsoft Office365 and Google Workspace Guru:

- ☒ Support your team with all things **Office365 and Google Workspace**.
- ☒ Troubleshoot email and collaboration tools to ensure smooth workflows.
- ☒ Set up best practices for using Office365 and Google tools effectively.

#### 4. Dive into Special IT Projects:

- ☒ Get hands-on with exciting **IT projects** that expose you to cutting-edge technology.
- ☒ Examples include rolling out new software tools, strengthening cybersecurity, or exploring automation to boost productivity.
- ☒ Each project is a chance to **learn, grow, and innovate**.

### What We're Looking For:



€ **Experience:** 2–3 years in an IT Help Desk or similar role.

€ **Skills You Bring:**

- ☞ Strong knowledge of **Windows OS** and hardware troubleshooting.
- ☞ Familiarity with **Google Workspace** (or a quick learner ready to master it!).
- ☞ CRM experience (Shape CRM is a bonus, but we'll train you if you're new).

€ **Personal Traits:**

- ☞ A problem-solver who thrives on challenges.
- ☞ Team-oriented with excellent communication skills.
- ☞ Always curious, always learning, and never afraid to ask “what’s next?”

### Perks of Joining Us:

- € **Grow Your Career:** This is more than a job—it’s a launchpad for your IT career. We’ll give you opportunities to develop skills in areas like cybersecurity, automation, and advanced IT troubleshooting.
- € **Work with a Cool Team:** Join a collaborative and supportive team where your ideas matter.
- € **Stay Flexible:** Enjoy a work environment that respects your work-life balance. Remote-friendly options and flexible schedules available.
- € **Fun at Work:** Participate in team-building activities, lunch-and-learns, and other events that keep the workplace engaging.

### What Makes This Opportunity Special?

This isn’t just another IT job—it’s a role that will challenge and inspire you to think big, solve real problems, and grow into a future IT leader. You’ll have access to **exciting learning opportunities** and a team that’s got your back every step of the way.

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