



Help Desk Administrator / Junior System Administrator

Job Summary:

We are seeking an experienced Help Desk Administrator / Junior System Administrator to support the firm's day-to-day technology operations. This role provides end-user support, administers user accounts and Microsoft 365, maintains hardware and software assets, and assists the IT Manager with keeping systems secure, stable, and efficient.

Primary Responsibilities:

- Provide technical support, troubleshooting, and maintenance for firm IT systems
- Administer user accounts, password resets, and access changes in Active Directory and Microsoft Entra ID
- Install, configure, and support hardware and software in a Microsoft Windows environment
- Support and administer Microsoft 365 / Office 365
- Maintain accurate hardware, software, and license inventories
- Review IT logs, alerts, and tickets and take corrective action as needed
- Assist with workstation setup, software deployment, updates, and routine maintenance
- Document technical issues, resolutions, and procedures
- Provide professional and responsive support to users across the firm

Qualifications and Requirements:

- **Education:** High school or equivalent
- **Experience:** 2-4 Years Helpdesk / systems administration experience
- **Computer Skills:** Experience administering AD, knowledge of TCP/IP stack, Experience with Office 365, Active Directory
- **Travel:** Less than 5% of the time

Great work environment and attractive benefits package including health, dental, vision, disability, and life insurance, 401(k) Plan, paid holidays and generous paid time off (PTO) policy.

KWA IS AN EQUAL OPPORTUNITY EMPLOYER: Applicants are considered for positions without regard to race, color, religion, sex, gender identity or expression, sexual orientation, national origin, age, disability, veteran status, or any other consideration made unlawful by applicable federal, state or local law.