



Job Title: Help Desk Consultant

Location: Newton, MA

Organization: Oram Corporate Advisors

Job Responsibilities:

ORAM Corporate Advisors has an immediate need for a Help Desk Consultant responsible for managing and implementing distributed networks across various customer sites.

The mission of the ORAM Corporate Advisors is to provide enterprise quality IT services, solutions and consulting to small and medium sized businesses at a price they can afford. Whether they work from home or manage three branch offices we work with them to effectively plan, implement and maintain their robust and highly available network. This is the foundation of our business and the candidate will be a critical part in making sure our client networks are operational at all times.

The individual will be working to support multi-platform, multi-site, 24x7 environments that include telephony, database, web, and application services. The opportunity is an intimate yet challenging environment with growth capabilities.

If you have drive, enthusiasm, and a passion for helping businesses succeed using technology then we want to hear from you.

Primary responsibilities will include:

- Ensuring customer satisfaction
- Providing phone, email, and live chat support to customer inquiries on technical support problems and training questions
- Troubleshooting problems and providing solutions using specific product knowledge
- Demonstrating a consistent sense of urgency and following up on open issues to ensure timely resolution

For further information please contact the offices of Career Services and Industry Partnerships:

Phyllis Molta 617-588-1347 pmolta@bfit.edu

Jack Harari 617-588-1379 jharari@bfit.edu



Job Requirement:

- Strong critical thinking, problem solving, and organizational skills
- Compassion – you enjoy teaching and helping people
- Confidence - you can work well under pressure in a fast paced environment
- Initiative and resourcefulness – you know when to act and how to think outside of the box
- Excellent oral and written communications skills
- Unquenchable thirst for learning about new and old technologies
- Ability to work well in a team environment and respond to coaching
- Ability to manage high-stress situations calmly and effectively
- Excellent networking and computer skills, including experience with mobile devices, routers, firewalls, network address translation, and VPN
- Strong familiarity with Apple, Microsoft and Google products & services, such as Windows (Server 2003, 2008, 2012; XP, 7, 8), Microsoft Office, Exchange, Office 365, etc.
- 1-2 years related experience required
- BA/BS in computer networking, engineering, computer science or logic based field

To be considered, please e-mail your resume, salary requirements and cover letter – Resumes submitted without a cover letter will not be accepted for consideration.

Email - hr@oramca.com

Posted on 5/26/2014

Major: Computer Technology

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