

## Technology Services Associate

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### ABOUT AGH:

As one of the top 200 CPA and advisory firms in the U.S., AGH has been serving closely held and privately-owned entrepreneurial firms and public sector organizations for more than 80 years. AGH is based in the central U.S., but the firm's reach and specialized expertise available to clients spans the globe. AGH's more than 130 professionals serve as trusted advisors and provide clients with a broad portfolio of tax, assurance and advisory services.

### POSITION SUMMARY:

As a Technology Services Associate, you will be the first point of contact for our firm's employees and clients, providing technical support and assistance with various IT-related issues, including on-premises systems and cloud services like Microsoft 365. Your role will be crucial in ensuring smooth operations and user satisfaction by promptly resolving IT incidents and requests while maintaining a high level of client service.

### ESSENTIAL RESPONSIBILITIES:

1. **End-user Support:** Serve as the primary point of contact for end-users seeking technical assistance through various channels, such as phone, email, or ticketing systems, promptly responding to their queries, and resolving technical issues related to on-premises systems and cloud services like Microsoft 365.
2. **Microsoft 365 Administration:** Assist with the setup, configuration, and maintenance of Microsoft 365 accounts, including user provisioning, access management, and license assignment, ensuring compliance with security policies and user access rights.
3. **Troubleshooting and Issue Resolution:** Diagnose and troubleshoot hardware, software, and cloud service-related problems reported by end-users, providing step-by-step guidance, or escalating complex issues to higher-level IT personnel as needed.
4. **Cloud Service Support:** Provide technical support for cloud-based services, particularly Microsoft 365 applications (Exchange Online, SharePoint Online, OneDrive, Teams), addressing user inquiries and assisting with basic user training.
5. **Password Management:** Assist users with password resets, account unlocks, and other authentication-related tasks for both on-premises and cloud services.
6. **Remote Support:** Utilize remote support tools to assist end-users working off-site or in remote locations, ensuring their IT needs are met efficiently.
7. **Documentation and Knowledge Base:** Maintain accurate and up-to-date records of user issues, solutions, and troubleshooting steps in the helpdesk ticketing system and contribute to the knowledge base to facilitate self-service resolutions.
8. **Software and System Upgrades:** Assist in deploying software updates, patches, and system upgrades for on-premises systems and cloud services, ensuring that all users are using the latest secure versions.
9. **IT Policies and Procedures:** Promote adherence to IT policies and procedures, including security practices, data handling, and acceptable use of technology.
10. **User Training and Workshops:** Conduct basic user training sessions and workshops related to Microsoft 365 applications, equipping users with the knowledge to maximize productivity and collaboration.



**11. Vendor Coordination:** Collaborate with external vendors and service providers to resolve technical issues and escalate problems when necessary.

#### QUALIFICATIONS:

- Proven experience in a helpdesk or technical support role, including experience supporting Microsoft 365 services.
- Familiarity with Microsoft 365 applications (Exchange Online, SharePoint Online, OneDrive, Teams) and their functionalities.
- Strong problem-solving skills and the ability to communicate technical information effectively to non-technical users.
- Customer service-oriented mindset with excellent interpersonal skills.
- Basic understanding of network concepts, computer hardware, and software troubleshooting.
- Ability to work independently and collaborate effectively within a team.
- High school diploma or equivalent; associate's degree or relevant certifications (e.g., CompTIA A+, Microsoft 365 Certified: Fundamentals) is a plus.

#### WORKING ENVIRONMENT:

The Technology Services Associate role primarily involves working in an office environment, handling user support inquiries through various communication channels. Remote support may be required to assist users working off-site or in remote locations. Occasional evening, weekend, or on-call availability may be necessary to provide support during critical issues or after-hours maintenance tasks.

As a Technology Services Associate, you will play a crucial role in providing essential IT support to our organization's users, ensuring seamless access to on-premises and cloud-based systems, including Microsoft 365. If you are a customer-focused and technically proficient individual, we encourage you to apply and join our team as a valuable member of our IT support department.

#### WHY WORK FOR US:

At AGH, you will find an environment where good work is rewarded, and growth is valued. AGH offers competitive wages to qualified individuals and the opportunity to grow professionally and personally through diverse work experience and formal training. Our top five people initiatives are:

- A challenging variety of work in a continuous learning environment
- Career/life integration
- Flexible work environment with great opportunity for advancement
- Ability to make a difference with clients and influence the AGH culture
- Individualized career pathing

