

COMPUTER SYSTEMS/DESKTOP SUPPORT ANALYST

Vertifi Software delivers state-of-the-art products and services to the financial services industry, and in particular the credit union community, drawing on approximately forty years of experience as part of the EasCorp (Eastern Corporate Federal Credit Union) family. Vertifi was first to offer Remote Deposit Capture solutions commercially in the United States and remains today innovators of proprietary and industry-leading mobile and desktop banking solutions.

Vertifi is seeking a self-motivated team player to provide technical support on both hardware and software issues to our internal users and external clients. If you possess strong technical as well as good communication skills, we would like to speak with you!

POSITION RESPONSIBILITIES:

- Install, configure and troubleshoot hardware including but not limited to desktops, laptops, IP phones and peripherals.
- Install, configure and troubleshoot software packages, desktop operating systems, and company designed applications.
- Provide technical assistance for our software applications to our internal users and external clients.
- Provide as-needed technical assistance to end-users or the Help Desk
- Work closely with Software Development and Product Management teams during the QA process.
- Establish and maintain technical documentation for desktop system configurations
- Maintain network and communication hardware and software inventories including disposing of equipment at end of life
- Comply with all accepted change control procedures

POSITION REQUIREMENTS:

- Associate's degree in a computer related field or three years of relevant work experience
- Experience troubleshooting hardware and software issues related to laptops, desktops, and printers.
- Strong knowledge of Microsoft Windows 10 & 11 Operating Systems for PCs.
- Basic knowledge of Microsoft Cloud is a plus.
- Basic knowledge of networking protocols including TCP/IP and VoIP
- Strong analytical and problem-solving skills
- Effective communication skills

Vertifi offers a competitive salary and benefits program, including medical, dental, group term life, LTD, 401K with employer match, 11 paid holidays, as well as sick and vacation days. A newly renovated cafeteria and fitness center are located on site. [Apply Now!](#)