

## TIER 2 HELP DESK ENGINEER

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Department: Technology  
Status: Full-Time  
Benefits: Yes

SIMA Financial Group, Inc. is a professional services firm founded in Richmond, Virginia, in 1985. We offer a full suite of services to our clients: accounting and tax, employee benefits, payroll, corporate retirement plans, IT managed services, and wealth management. Our certified and licensed professionals work closely with our clients to provide superior service, helping business owners, executives, entrepreneurs, and investors reach their goals. Our business is driven by a commitment to our community, employees, and clients. The Tier 2 Help Desk Engineer will be a member of the SIMA Technology Group, LLC.

## OVERVIEW & RESPONSIBILITIES

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As a Tier 2 Help Desk Engineer, you will be responsible for providing advanced technical support to our clients. This includes troubleshooting complex issues and ensuring timely resolution of technical problems. You will work closely with other IT professionals to maintain and improve our clients' IT infrastructure. This position will operate both remotely and in person.

Key responsibilities include:

- Providing advanced technical support and troubleshooting for hardware, software, and network issues
- Documenting technical issues and solutions in a clear and concise manner
- Assisting with the deployment and configuration of new hardware and software
- Answering customer calls and providing support
- Logging and prioritizing Service Desk tickets to ensure that service level targets are met
- Following up on service requests, incidents, and problems reported by our customers via email or phone
- Using remote tools and diagnostic utilities to aid in resolving service requests
- Performing hands-on fixes at the desktop level when remote tools are not appropriate, including hardware repairs, delivery of peripherals, or other fixes
- Server administration via Active Directory, File & Print services, DNS, and/or DHCP
- Performing preventative maintenance, including checking and cleaning workstations, printers, and peripherals
- Assisting with team projects as needed

# QUALIFICATIONS & REQUIREMENTS

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## EDUCATION & EXPERIENCE

- Valid Driver's License and ability to drive to customer locations required
- High School Diploma required
- College diploma or university degree in the field of Computer Science and/or 3 years equivalent work experience preferred
- CompTIA A+ and/or CompTIA Network+ certification preferred
- Experience with desktop and server operating systems, including Windows 10, Server 2016 - 2022, and Mac OS
- Office 365 administration experience
- Server administration knowledge, including Active Directory, DNS, DHCP, File & Print services
- Some knowledge and understanding of networking devices and appliances, SonicWALL experience is a plus
- Experience with N-Able RMM and PSA is a plus

## SKILLS & CORE VALUES

- Exceptional interpersonal skills, with a focus on rapport-building, listening, and questioning skills
- Excellent customer service skills
- High-level strategic thinking and analytical skills
- Strong problem-solving and decision-making skills
- Exercises judgment consistent with company values, departmental operations, and firm expectations
- Ability to maintain a high level of confidentiality and professionalism
- Ability to work independently and as part of a team
- Ability to work under moderate supervision
- Self-motivated and able to work well in a fast-paced environment

## SALARY & BENEFITS

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We offer an attractive salary with exceptional opportunities for growth and advancement. In addition, we offer an excellent benefits package, including employer 401(k) contributions, generous paid time off, long-term disability insurance, life insurance, company-paid healthcare premiums, and elective medical, dental, and vision benefits. The budgeted salary range for this position is \$45,000 to \$50,000 a year.

## CONTACT

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To be considered for this immediate opening, please send a cover letter and resume to [careers@simafg.com](mailto:careers@simafg.com). This position will remain open until filled.

EOE. SIMA Financial Group, Inc. reserves the right to alter, change, modify, and/or terminate this job posting at any time without notice or obligation to any party.