



This position provides a unique opportunity to join a successful boutique investment management firm, working in a dynamic and professional environment. The role requires a confident, analytical, dedicated, team-oriented professional who would enjoy working in a fast-paced environment.

Rainier Investment Management, Inc. is headquartered in Two Union Square in downtown Seattle. The firm currently employs nearly 80 professionals who work together to provide clients with superior service while managing their assets in mutual funds and separate client accounts.

The IT Support Technician works in a wide variety of technologies and with all areas of the business. A successful applicant will be flexible in taking on a wide-range of tasks and shows a willingness to grow and learn. Key characteristics include attention to detail and responsibility for all aspects of their work.

IT Support Technician

Seattle, WA

RELATIONSHIP

This position reports directly to the IT Infrastructure Manager and will interact with colleagues from across the firm in a wide variety of capacities.

RESPONSIBILITIES

In this important role, you will be responsible for the support and maintenance of a variety of systems critical to our business. Primary job functions include help desk incident tracking and supporting software key to our operations, client servicing, portfolio management and trading. Additional duties include maintaining infrastructure for telecommunications, remote access, along with end-user support and training.

- Answer and track help desk calls
- Resolve problems at the deskside and over the phone
- Troubleshoot and support printers
- Deploy and support desktop and laptop computers
- Deploy Blackberry devices and support mobile messaging
- Administer and support a VoIP phone system
- Perform hardware and software upgrades
- Administer tape backup procedure
- Provide prompt customer service with a focus on providing complete solutions
- Support and administer a variety of vended Investment systems
- Document systems, workflow, procedures, and policies
- LAN, WAN, firewall administration and support
- Remote access (Citrix, RDP, VPN) administration and support
- Administration of antivirus and other security technology
- Server deployment and administration
- Storage deployment and administration

QUALIFICATIONS

- Ability to multi-task and promptly address the needs of multiple users
- Able to work occasionally after hours and weekends
- Willing to provide on call support for occasional business needs and emergencies
- Windows Server expertise and knowledge of network operating systems
- Troubleshooting and resolving hardware and network problems
- Understanding of network topologies and design, TCP/IP, switches, routers, etc.
- Expertise with secure transport protocols and encryption
- Experience with Citrix, VPN and remote access solutions
- Experience with VMware and other virtualization technology
- Experience with MS Office Suite of products, SharePoint a plus
- Excellent customer service skills
- Ability to communicate effectively and work as a member of a team
- Ability to write detailed technical documents
- Ability to maintain physical wiring infrastructure
- Telecommunications, VoIP, video conferencing experience a plus
- Understanding of asset management industry a plus

EDUCATION & TRAINING

- B.S. in Computer Science or related field
- Minimum 3 years experience in Information Technology and/or professional certification
- Microsoft MCSE or MCP a plus

SPECIAL WORKING CONDITIONS

- Some before- and after-hours support will be required

*Rainier Investment Management, Inc. offers a competitive benefits package,
including employer paid healthcare, 401(k) and profit sharing as well as a bonus plan.
www.rainierfunds.com*