



## Desktop Support and Network Administrator – Full Time

Informa Economics is seeking a Desktop Support and Network Administrator for a permanent position in our Memphis office. Tasks include but not limited to:

- Install, configure, maintain, and troubleshoot PC hardware and software issues.
- Provide solutions for IT desktop and server support issues.
- Perform analysis, diagnosis, and resolution of desktop, laptop, and printer problems.
- Maintain knowledge of existing applications, services, and technologies that support the efforts of the group, and proactively share this information with team members.
- Actively seek out and participate in projects to maintain/improve the desktop and network environment.
- Manage tape backup systems and perform file restores. Monitor and assist with the management of disaster recovery plan

### Required Skills:

- Reliable and flexible
- Self-motivated and can work in a team environment with little supervision.
- Must be a self-starter and be proactive.
- Must have dependable transportation.
- Listen, understand & communicate effectively
- 5+ years of increased responsibility in customer service, help desk, network and desktop support is required
- Experience with inventory and software distribution technologies
- Strong knowledge of network topologies and protocols
- Working knowledge of Active Directory
- Expertise in Windows XP/Windows7, Windows Server 2003, 2008
- Strong MS Office XP/2003/2007/2010 skills
- Professional interaction with client and work associates.
- Show pride and initiative in your work
- Experience with Symantec BackupExec.
- Education/ Experience High school degree or equivalent certification
- Experience in a Customer Service environment (minimum 1 year)

### Benefits:

Health Insurance, Dental Insurance, Vision Insurance, Paid Vacation

Salary: commensurate with experience.

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### About Informa Economics:

Informa Economics, Inc. (formerly known as Sparks Companies, Inc.) is a world leader in broad-based domestic and international agricultural and commodity/product market research, analysis, evaluation and consulting. The company was founded in 1977 and, in 2003, was acquired by Informa plc ("Informa"). Informa Economics, Inc. serves hundreds of firms, institutions and trade organizations worldwide from our headquarters in Memphis, Tennessee.

### Please send resume, references and salary requirements to:

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