



IT SYSTEM ANALYST

Platinum Supplemental Insurance in Dubuque, Iowa, is seeking an IT system analyst to provide support for company-owned hardware and software, including software developed in-house for internal staff and sales representatives in the field. In this position, you'll be part of a skilled team of thinkers and a company culture that places high priority on technology and innovation. Successful candidates will be high-energy problem-solvers with help desk experience and proficient in IT fundamentals. You will have an exciting opportunity to deliver support of leading-edge technologies in a fast-paced, dynamic environment to management, employees, representatives and customers.

Primary Responsibilities:

- Act as the liaison between system users and the IT department
- Diagnose software issues and troubleshoot hardware issues as they arise
- Work effectively with all other members of the IT Department to ensure users are given the best resolution
- Implement all corrective measures to make the troubleshooting and resolution process as brief as possible
- Set up and install software for new desktop, laptop and mobile devices
- Relocate computer and phone hardware as required
- Perform on-call duties for after-hours support if needed

Preferred Skills and Qualifications:

- Help desk experience with hands-on or remote support users
- Highly organized and able to multitask in order to serve multiple customers simultaneously
- Quick learner and self-starter proficient in IT support fundamentals, general computer skills and customer service
- Five years of successful, uninterrupted work experience
- Ability to thrive in a fast-paced and ever-changing environment
- Strong communication and organizational skills
- Computer troubleshooting and technician skills
- Familiarity with Microsoft Windows (Windows 7, Windows 8, Windows 10), Microsoft Office products, MacOS and Apple iPad/iPhone

Benefits:

- Excellent compensation and benefits package, including health, dental and vision insurance
- Paid vacation and holidays
- The training, management and resources necessary to support your career growth, helping you to exceed your personal and professional goals
- Employee health and wellness program that includes free personal training, if desired
- Casual dress
- Typical workweek: Monday–Thursday 8 a.m.–5 p.m. and Friday 8 a.m.–3 p.m.
- Modern office facilities on Dubuque’s thriving, historic Main St.

Equal Opportunity Employer:

Platinum Supplemental Insurance is committed to providing equal employment opportunities (EOE) to all employees and applicants for employment without regard to race, color, gender, religion, sexual orientation, national origin, age, disability, marital status, amnesty or veteran status.

How to Apply:

Interested applicants should submit their resume and reference information to employment@pltnm.com. We perform a thorough hiring process in a timely manner for the benefit of our candidates and for Platinum’s long-term success. Please be prepared to complete all the required sections of the application.