

Autobooks works hard to make small business banking simple. Through our partnerships with banks and credit unions, small business owners can gain access to a modern suite of tools to help making running their business easier.

When you join Autobooks, you're joining a team dedicated to small business growth. We want your ideas, passion, and experience to continue improving what we offer.

Ready to help change what it means to do small business? Let's talk.

The Role: IT Help Desk Admin

The IT Help Desk Admin at Autobooks is the first line of support for internal customers and is a key partner to all areas of the business.

Responsibilities:

- Providing technical assistance and support for incoming queries and issues related to internal systems, software, and hardware.
- Onboarding and offboarding team members in a timely manner
- Provisioning and deprovisioning equipment and software for team members
- Creating and maintaining documentation in support of internal customers
- Identifying opportunities for improvement in existing systems and procedures, and working to implement them

Required Experience/Skills:

- Hands on experience with diagnosing and resolving basic technical issues
- Excellent communication and interpersonal skills
- Strong attention to detail
- Previous working experience as an IT Help Desk Admin preferred