



Longfellow Investment Management Co., LLC (LIM) is an independent, 100% employee-owned investment firm managing over \$10 billion in domestic fixed income and alternative investment strategies. We manage separate accounts for our nationally based, institutional clients. LIM is a certified Women's Business Enterprise and an affirmative action – equal opportunity employer. LIM provides a small-firm, entrepreneurial environment with comprehensive investment industry exposure. In addition to salary we offer an attractive benefits package.

Investment Systems Support Analyst

LIM is seeking an Investment Systems Support Analyst with a diverse background in technology. This position requires prior experience maintaining and administering enterprise systems and networks along with supporting end user devices.

Primary Responsibilities:

- Maintenance of computer networks, hardware, software and other related systems.
- Responsible for all network hardware components along with maintaining an accurate inventory of all company systems.
- Working directly with end users to identify potential issues and fix existing problems.
- Support all systems and applications and provide Level 1-3 support throughout the firm:
 - Monitor and troubleshoot all alerts and notifications escalated to the team.
 - Provide subject matter expertise on network and infrastructure systems.
- Take ownership for support issues that are raised and provide resolution in a timely manner.
- Respond to all internal and external inquiries promptly and courteously.
- Flexible and available during off hours as well as late evenings.
- Ongoing process improvement and documentation.

Required Skills & Experience:

- 3-5 years of relevant experience is required
- Proficiency with all Microsoft products. Microsoft certifications a plus
- Proficiency with SQL, PowerShell and Shell scripting
- Strong analytical and problem-solving skills, attention to detail, and accuracy
- Outstanding customer service skills; ability to establish and maintain solid relationships with staff members, vendors etc.
- Flexible and self-motivated with an ability to manage multiple tasks concurrently and prioritize appropriately
- Excellent written and oral communication skills
- Ability to operate independently but also effectively in a highly collaborative and entrepreneurial work environment



Preferred Skills & Experience:

- MTA, MCSA, MCSE certificates
- TCP/IP, DNS and DHCP
- Patch Management
- Knowledge of Active Directory and Exchange
- Knowledge of Networking and Firewalls
- Proficiency with Windows Server 2003, 2008 and 2012 configuration and setup
- Proficiency with Windows 7 and Windows 10

To qualify for consideration, applicants must email a cover letter and their resume to:

jobs@LongfellowIM.com

Subject: Investment System Support Analyst

No calls or recruiters please