

WHO WE ARE

Truxton is a premier provider of wealth, family office, and banking services for wealthy individuals, their families, and their business interests. Serving clients across the world, Truxton's vastly experienced team of professionals provides customized solutions to its clients' complex financial needs. Founded in 2004 in Nashville, Tennessee, Truxton upholds its original guiding principle: do the right thing. Truxton Trust Company is a subsidiary of financial holding company, Truxton Corporation (OTCPK: TRUX).

MISSION STATEMENT

To do the right thing every day, putting our clients' interests first, with distinctive, comprehensive financial solutions that protect and promote client prosperity and quality of life.

WHAT WE OFFER

- 401k + company match
- Medical, life, dental, vision insurance
- Paid federal holidays and vacation
- Employee assistance program (EAP)
- Support towards continued learning and industry certifications

WHY YOU SHOULD WORK HERE

- Truxton is a highly profitable and growing company that has been recognized by American Banker as the 9th best community bank (top-ranking TN bank) based on 3-year ROAE
- Opportunities to grow your expertise, take on new challenges, and gain exposure to a wide range of sophisticated work
- Because we are a smaller company, you will have the opportunity to chart your own course and contribute to initiatives that go beyond your job title
- Opportunities for incentive bonuses through new business referral

CONTACT

- careers@truxtontrust.com
- 615-515-1700
- 20 Burton Hills Blvd, Suite 200
Nashville, TN 37215

APPLY NOW

IT SUPPORT TECHNICIAN

FULL-TIME • OPERATIONS • NASHVILLE, TN

THE ROLE

The IT Support Technician responsible for providing entry level support for hardware, software and mobile device issues. The technician works directly with end users both in-person and remotely depending on the situation. This person handles "first call resolution" to resolve issues quickly or dispatches to the appropriate team.

WHAT YOU WILL BE DOING

Device Support & Troubleshooting

- Identifying and initiating resolutions to basic client device issues and concerns associated with office automation equipment including the following:
 - Workstations (desktops, laptops, tablets)
 - VoIP and telecommunication devices
 - Mobile devices, including smartphones
 - Input devices (keyboards, mice)
 - Network and enterprise multifunction printers
- Managing support of Office 365 suite (Outlook, Teams, PowerPoint, Word, Excel)
- Assisting with Conference room equipment connections
- Maintaining permissions and user access across the network, core infrastructure platforms, and vendor infrastructure platforms.

IT Support Tasks

- Assisting in new laptop imaging and configuration
- Assisting in tracking hardware and workstation distribution
- Assisting in training, maintenance, and project documentation
- Engaging with service providers for escalated support needs and maintenance
- Troubleshooting remote access issues
- Ensuring helpdesk tasks are handled in a timely and appropriate manner
- Maintaining a positive working relationship with all enterprise departments to optimize working relationships and communication
- Performing other duties as assigned

WHAT WE ARE LOOKING FOR

Attributes and Abilities

- Strong interpersonal and customer service skills
- Problem solver, able to both diagnose challenges and solve them efficiently
- Able to seamlessly toggle between independent work and collaborating with a team
- Detail-oriented, organized, and able to handle multiple tasks in a timely fashion

Experience and Skills

- Highly proficient in network, hardware, and software troubleshooting

Education and Designations

- Bachelor's Degree in IT or other disciplined study, and/or experience in the IT industry.