

IT Helpdesk Assistant

Petaluma, CA or Tempe, AZ

We are growing and looking for a few great employees who want to be part of an exciting, fast paced and team-orientated environment. Bring your initiative, knowledge and experience and help build our team.

Who are we?

Founded in 2006, Cascade Receivables Management (“CRM”) is a leading financial services company that provides accounts receivable liquidity solutions to the consumer finance and healthcare industries. In addition to supporting the specialty finance activities of its sister company, Cascade Capital, CRM’s suite of products and services include master servicing, third party collections, and revenue cycle optimization.

Our Position

The main function of this position is the servicing and collection of past due medical accounts while providing account support and excellent customer service to all borrowers. We are dedicated to using a consumer centered approach focused on finding solutions that are best for the borrower and the company simultaneously. This position will work closely with an out of state client and provide a depth of service for their accounts.

What are the responsibilities of this position?

- Help Desk support
 - Responsible for respond to all helpdesk tickets in a timely manner and escalation as needed.
 - Responsible for keeping helpdesk ticket records updated with detailed information and projected completion date.
- Perform hardware, system and network maintenance.
 - Assist IT Manager with patching & system support including remediation and patch/vulnerability per CIS/NIST benchmarks.
 - Perform firmware updates for hardware server/network hardware.
- Assist with the creation and modification of Access & SQL databases/reports and GoAnywhere projects.

Why Join Our Team?

- COVID-19 wellness protocol to keep our employees safe
- Relaxed work environment with a focus on customer service
- Casual dress code
- Cultivation of growth and success to open the way for future opportunities
- Paid holidays and PTO
- Medical dental, vision, flexible spending and 401K

Job Qualifications

- High School diploma or equivalent
- Basic IT system knowledge
- Intermediate knowledge of SQL queries
- Intermediate/Advanced knowledge of Microsoft and MS Office applications
- Knowledge of help desk ticketing systems
- Strong communication and customer service skills
- Detail oriented with the ability to self-audit for accuracy

- Ability to creatively solve problems

Accept our invitation to learn more about our position and explore becoming a member of our team.

You have requested that Indeed ask candidates the following questions:

- How many years of Helpdesk experience?
- How many years of Customer Service experience?
- How many years of data base experience?
- What is the highest level of education you have completed?
- Are you willing to undergo a background check, in accordance with local law/regulations?
- Are you authorized to work in the following country: United States?