

MEMO Financial Services, Inc (MEMO) a leading money services business located in Camp Hill, Pennsylvania is seeking a talented and experienced Help Desk Technician. MEMO is a licensed money transmitter offering alternative financial services to over 3,400 retailers in 25 states, with significant national expansion opportunities.

Summary Job Description –

Job Title: HELP DESK TECHNICIAN

Position Purpose:

To contribute to the ongoing success of MEMO's business services, by providing superior technical support to customers, safely storing machine inventories for dispatch and depot services and repairing the machines used to provide these business services.

Organization Role:

The incumbent of this position reports to the Help Desk Manager, who also supervises other Machine Maintenance / Help Desk Technicians.

The incumbent of this position works closely with other Machine Maintenance / Help Desk Technicians, MEMO Sales Reps, MEMO operations staff and agents.

Job Scope:

The Help Desk Technician is responsible for the maintenance and repair of all money order and bill payments machines per established guidelines. He/She is to provide on-site service to MEMO agents within a specified distance if needed.

Essential Qualifications and Competencies

Associate's Degree in Electronics Engineering or two years' experience in a related field.

PC literate with proficiency in various PC based software applications.

Outstanding communications, both interpersonal and small group communication skills, with ability to interact and handle complex situations in a mature and professional mannerism; using diplomacy and tact.

Excellent analytical and organizational skills, detail oriented with the ability to meet deadlines timely and handle multiple tasks daily.

Self-motivated, seeking enhanced self-development and always willing to take initiative, while working in a team environment.

A valid driver's license with good driving record required.

Familiarity with use of the following software is required:

PC; Windows operating system

Microsoft Excel, Word and Access

Experience with Microsoft Azure and virtual terminal software a plus.

This positions reports to the Help Desk Manager. If interested in applying, please submit a cover letter and resume to:

Help Desk Position at rbeaston@memoco.com