



## Help Desk Administrator

### Who are we?

Established in 1983, privately-held Pacific Market International (PMI) designs, manufactures and markets innovative food and beverage solutions designed for busy lifestyles. Our brands in the marketplace are Stanley, Aladdin, MiGo, and Slant Collections. PMI is headquartered in Downtown Seattle, with beautiful views of Elliott Bay from our office windows. We also have offices around the world in Shanghai and Shenzhen, China; Rio de Janeiro and Manaus, Brazil; Manila, Philippines; Amsterdam, The Netherlands; San Francisco and Bentonville, USA. More information can be found at [www.pmi-worldwide.com](http://www.pmi-worldwide.com).

Thanks for checking out our full-time Help Desk Administrator position based in our new office in Robinsons Cyberscape Alpha (Ortigas).

### Position Overview

The Help Desk Administrator is the first point of contact between PMI professional staff and the Information Technology Team. Because of this, it is important the person in this role delivers solid technological assistance and has proven customer service skills. This role requires a person who is present, visible, and available, who acts proactively to ensure minimal user downtime. This is a night (graveyard) shift position. Previous BPO or multi-national company experience required.

### Essential Job Functions

- Provide solid technical support and great customer service to end-users
- Research, find and apply appropriate solutions to a vast array of technical issues
- Build and configure workstations and laptops
- Support IT Manager and Systems Engineer in project related work
- Perform special tasks and assignments as needed, sometimes during off-hours/on-call

### Education and Experience

- 3 years' experience in similar position
- 4-year technical degree
- Support user operating systems including Windows 7, Windows 8.1, and Mac OS
- Solid understanding of all Microsoft Office products (2010-2013 on PCs, and 2011 on Macs)
- Mobile Phone Support Experience (iOS & Android)
- General knowledge of how a network works in an enterprise environment
- Working knowledge of TCP/IP as well as DNS and DHCP services
- General knowledge of network security best practices
- Experience using OS deployment tool such as Microsoft Deployment Toolkit, Windows Deployment Services, Microsoft System Center Configuration Manager, or Symantec Ghost
- An understanding of Windows Server (2003, 2008, 2012) concepts and the ability to assist in troubleshooting problems that could be a result of server issues
- Experience with Active Directory Administration in an enterprise environment
- Experience with Microsoft Exchange Administration experience desired
- Scripting (Batch, PowerShell, VB) and automation skills a plus

### Proficiencies Required

aladdin STANLEY miGo SLANT



- Good written and spoken English communication skills
- Excellent customer service skills with strong focus on customer satisfaction
- Ability to complete tasks accurately and on-time
- Work independently and within a team environment
- Can proactively study and apply new information without constant direction given
- Demonstrate ongoing flexibility and commitment to meeting goals
- Takes initiative and prioritizes tasks
- Demonstrate a strong work ethic that includes neatness and punctuality
- Willing and able to travel internationally
- Strong drive for personal and professional growth and development
- Detail oriented, with excellent organization skills
- Must be able to maintain confidentiality of sensitive information
- Skilled at developing documentation for end-users and members of the technical team
- Experience developing and delivering end-user training sessions on technology tools

#### **Interaction and Environment**

- Reports To: IT Manager
- Work areas are inside in a climate-controlled environment with moderate background noise.

#### **Company Background**

PMI is a fast-paced environment that works creatively and collaboratively. Not only are we privately owned and high energy, but we operate internationally and are growing fast. We strongly encourage you to read more about the company – it is an amazing place to work! (<http://www.pmi-worldwide.com>).

**What do we do?** We are committed to providing consumers with simple, stylish portable food and beverage containers that are built with a focus on community and sustainability. Our brands include Stanley, Aladdin and Migo.

We care about our people and recognize their efforts through monthly, quarterly and annual rewards and bonuses. Other benefits include HMO, life insurance, free meals, rice subsidy, night shift differential, education and training sponsorship and scholarships, and international travel.

We also care about our local and global community and show it in the following ways:

- All employees are given one paid day per year to volunteer at an organization nominated and selected by employees.
- PMI annually gives 1% of net profits to nonprofit organizations that align with our philanthropic pillars: children, education and the environment.
- Quarterly Grassroots Philanthropy Award where we donate to a nonprofit organization nominated and selected by employees.

**Where are we?** Our global headquarters is located in Seattle, Washington and we have other offices in Bentonville, Amsterdam, Shanghai, Rio de Janeiro, Manaus, and Manila. This position is based in our Manila, Philippines location.

Help us build our success story today.

**If you have the qualifications and skills for this position please submit your resume to:** [anne.guardaquiver@pmi-worldwide.com](mailto:anne.guardaquiver@pmi-worldwide.com).

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