

At Birkenstock, our business is a reflection of who we are. We have a passion for our products, an appreciation of their heritage and a genuine belief in their benefits. Our business is a reflection of what we represent - quality products that are comfortable, unique, timeless and respectful of the world around us. Our mission is to deliver happiness and satisfaction.

To provide quality products and services, we need quality people. We are looking for talented people who share our values of accountability, responsiveness, excellence, teamwork, respect, integrity and a positive attitude.

JOB TITLE: IT Helpdesk Support Analyst

LOCATION: Novato, California

REPORTS TO: Manager, IT Help Desk

TYPE: Exempt

SALARY: \$75k - \$80k

Note: Relocation and any associated costs are the sole responsibility of the person hired for this position.

OVERVIEW

This position is responsible for user support and is an integral part of the Information Technology (IT) team that ensures excellent customer service when handling the help desk. **The position also performs advanced technical analysis and systems support, applying independent judgment to evaluate business and user requirements, identify root causes, determine appropriate technical solutions, and recommend or implement improvements to systems, applications, configurations, and end-user technology. The role requires the analysis, testing, documentation, and modification of technology solutions and processes to support business requirements and improve the reliability, security, and effectiveness of the IT environment.**

Tasks & Responsibilities:

- Provision, deprovision and support user accounts, computers, mobile devices, software, and access permissions, including new hire onboarding and user orientation.
- Provide support to end users on a variety of issues.
- Troubleshoot, diagnose, and resolve technical issues independently, escalating appropriately when needed.
- **Analyze complex or recurring technical issues, identify root causes, evaluate alternative solutions, and determine the appropriate course of action based on technical requirements, business impact, security considerations, and system dependencies.**
- Deliver professional, customer-focused support through clear written, verbal, and person-to-person communication.
- Accurately log, prioritize, document, monitor, and close help desk tickets, including meaningful troubleshooting notes, user communication, and timely follow-up.
- Participate in occasional after-hours on-call support as part of the team rotation.
- Train end users as appropriate.

- Create and maintain internal documentation, knowledge base articles, and end-user support materials.
- **Evaluate, test, document, and implement approved changes to systems, applications, configurations, and end-user technology based on defined business and technical requirements.**
- **Consult with users and internal IT stakeholders to understand business requirements and translate those requirements into appropriate hardware, software, application, access, and system configurations.**
- Participate in projects as required.
- Recommend procedure modifications or improvements.
- Follow established IT procedures, security standards, and documentation requirements while working independently and managing time effectively.
- Maintain dependable attendance, schedule adherence, and a professional, organized work environment.
- **Provide remote technical support and independently diagnose and resolve issues for distributed users and locations.**
- Remote work experience including remote support
- Other duties as assigned.

Interfaces & Relationships:

- Provide direct support to employees across corporate offices, remote workforce, and retail locations.
- Collaborate closely with the Global IT team and partner with other internal IT teams and vendors as needed to resolve issues and support business operations.
- Deliver both in-person support for local users and remote support for distributed employees and locations.

Qualifications:

- AA in CS, IS, MIS or equivalent education and experience.
- Two to three years of end-user support experience.
- **Demonstrated experience independently analyzing, troubleshooting, testing, and modifying computer systems, applications, configurations, or related technology solutions.**
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- Strong troubleshooting, problem-solving, and technical research skills.
- **Ability to apply systems analysis techniques to evaluate user requirements, identify technical alternatives, and determine appropriate solutions.**
- **Demonstrated ability to exercise independent judgment and discretion when analyzing technical issues, evaluating solutions, prioritizing competing requirements, and determining appropriate implementation or escalation strategies.**
- Proficiency supporting Windows and macOS environments, Microsoft 365/Office applications, and modern end-user hardware/software.
- **Experience participating in the testing, documentation, implementation, or modification of IT systems, applications, workflows, or technical solutions.**

- Strong written and verbal communication skills, with the ability to communicate clearly and professionally with both technical and non-technical users.
- Strong attention to detail, organization, and documentation habits.
- Ability to manage multiple priorities, follow through consistently, and work independently with minimal supervision.
- Ability to collaborate effectively across teams, departments, vendors, and international colleagues.

Required:

- Experience supporting Windows endpoints in an M365 Cloud Tenant
- Strong problem analysis skills.
- This position is required to be present in the Novato Offices 4 days per week
- Ability to work collaboratively and as part of a team.
- Effective written and verbal communications.
- Work well as part of an international team, able to communicate across cultures.
- Effective time management practices.
- Flexibility with schedule as required for on-call schedule or to support planned activities or emergency situations.

Preferred:

- Experience with Apple OS/X in an M365 Windows Tenant.
- Experience in wholesale/retail industry a plus.
- Experience supporting a customer service call center.
- Deadline oriented and the ability to quickly adapt to changing priorities.
- Skilled at eliciting cooperation from all levels of management and across departments.

Personal Skills:

- Excellent interpersonal and communication skills are critical.
- Ability to work collaboratively and as part of a team.
- Effective written and verbal communications.
- Effective time management practices.

If interested, please send cover letter and resume to katelynn.ramos@birkenstock.com. Subject line should list "IT Help Desk Support Analyst".

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