

## HELP DESK DATA ANALYST

Seeking a Help Desk Data Analyst with the ability to work in a fast-paced environment on multiple projects at one time.

### QUALIFICATIONS

- RPA, RTA, CTA or a combination of work experience and/or education relating to this position.
- A high level of initiative and detail oriented.
- You should possess effective communication, time-management, and interpersonal skill
- Willingness to learn and the ability to self-teach.
- Computer skills in Microsoft office (Excel, Word, PowerPoint).
- Knowledge of database methodologies and SQL querying abilities are a plus.
- Knowledge with Pritchard & Abbott's software is a plus, but not required.
- Bilingual is a plus, but not required.

### JOB DUTIES

- Answer the Help Desk phones in a courteous and friendly manner.
- Provide Technical support to clients on both platforms of our software.
- Enter the calls in our Help Desk tracking software, including detailed information.
- Assist clients with yearly appraisal and tax processes (Appraisal Notices, Certification, Taxroll, etc.)

*The above statements are intended to describe the general nature and level of work assigned to this job. This is not a comprehensive list of all the responsibilities and skills. All personnel may be required to perform duties outside of the normal requirements from time to time.*

**LOCATION** - Position is located in our Fort Worth, TX office.

**SALARY** - Salary will be commensurate with experience. We are an employee owned company offering excellent benefits, ESOP and 401k plans.

*Please email resume to [jwilliams@pandai.com](mailto:jwilliams@pandai.com).*