

Job title  
**Service  
Desk Analyst**

YOUR PATH TO A CAREER AT

**PCI**

PCI is a leading Information Technology Service Provider focused on core client relationships, controlled growth and IT infrastructure support services.

Hourly pay

**\$15**

**Description**

Use new IT skills to provide technical assistance and support related to computer systems, hardware or software.

**Your path to growth**

*Here's where you can go in less than five years.*

\$15-\$23/hr.

1 year+

Service Desk Analyst

\$17-\$28/hr.

6-12 months+

Senior Service Desk Analyst

\$45,000  
Annual Salary

Systems Administrator

**\$15/hr. - \$45,000  
per year.**

**Your path to beginning**

You must be 18+ years old and have:

- Customer Service experience
- Knowledge of MS Office Products and Support
- Email Support experience (preferably in O365/Outlook)
- Strong documentation skills

**Physical Requirements**

- Routine use of standard office equipment

**Your path to new possibilities**

*Enjoy benefits that can improve your entire life.*

- Hybrid virtual/ in-person work environment
- 401(k) w/ profit sharing
- Health, dental and vision insurance

- Dependent care/adoption assistance
- Life Insurance

**Your path to getting started**

Fill out an application at [www.pciconnected.com/careers](http://www.pciconnected.com/careers)

For more career information and resources visit [thepartnership.org/initiatives/employ-buffalo-niagara/](http://thepartnership.org/initiatives/employ-buffalo-niagara/)