

We're Hiring – IT Support Engineer **Location: Chicago, IL (Hybrid)**

Phillip Capital Inc., located in Chicago, is dually registered with the SEC/FINRA as a self-clearing broker dealer and the Commodity Futures Trading Commission (CFTC) as a registered Futures Commission Merchant (FCM) serving professional traders and institutions with customized clearing, custody and global market access solutions.

We offer the opportunity to grow your skills and make meaningful, visible contributions to both your team and the company. We believe in integrity, accountability, open communication, and continual improvement to build for the long term. Our office in the iconic Board of Trade Building is conveniently located near Metra and CTA lines and close to restaurants, parks, shopping, and cultural institutions. Our building amenities include indoor bicycle parking, a gym, and a rooftop deck. Learn more about us at www.phillipcapital.com and www.phillip.com.sg.

We are seeking a reliable and detail-oriented IT Support Engineer to provide daily technical support across the organization. This role involves troubleshooting hardware, software, network, and system issues, ensuring minimal disruption to business operations. You will serve as the first point of contact for IT-related queries and play a key role in keeping our users productive.

Key Responsibilities

- Respond promptly to IT support requests via ticketing system, email, or in person.
- Troubleshoot and resolve hardware and software issues (Windows/macOS, printers, mobile devices).
- Provide support for office productivity tools (e.g., Microsoft 365, Google Workspace, Zoom).
- Set up and configure new user accounts, laptops, and office equipment.
- Maintain IT asset inventory and assist in hardware lifecycle management.
- Support basic network troubleshooting (Wi-Fi, LAN, VPN).
- Ensure regular data backups and assist in data recovery when required.
- Document solutions and update knowledge base articles.
- Escalate complex issues to higher-level IT staff or vendors.
- Ensure compliance with company IT policies and security protocols.

Qualifications

- Associate's or Bachelor's degree in Information Technology or a related field.
- 1–3 years of experience in IT support or help desk environment.

- Proficient with Windows, macOS, Microsoft Office, and standard business applications.
- Understanding of computer hardware, networks, and security basics.
- Strong communication and problem-solving skills.
- Ability to prioritize tasks and work independently or in a team.
- Experience with Active Directory and user/group management preferred.
- Familiarity with remote support tools (e.g., TeamViewer, AnyDesk) preferred.
- Knowledge of ticketing systems like Jira or Zendesk preferred.
- Basic scripting (PowerShell, Bash) is a plus.

To be considered for this position, please apply via LinkedIn or submit a resume directly to careers@phillipcapital.com with "IT Support Engineer" in the subject line. Phillip Capital Inc. will not consider candidates sent by recruiters for this position.

Pay range: \$65,000 - \$80,000