

IT Specialist

Reports to Chief Design Engineer

Market Title: IT Specialist

Job Purpose

The IT Specialist has responsibility for performing IT help desk tasks, and assisting with the management, maintenance, security, procurement, and provisioning of IT systems. This position collaborates with users, management, consultants, and vendors to ensure stable and reliable IT operations across all platforms in multiple offices.

Duties and Responsibilities

The primary duties and responsibilities of this position include the following:

- Embrace and promote Company values in all aspects of personal behavior
- Ensure reliable, off-site data backup on a regular schedule
- Serve as a help desk technician for all staff pertaining to workstations and other IT assets
- Assist with maintaining network reliability, access, and security
- Assist with multi-faceted cyber security policies, procedures, and protections
- Ensure critical systems receive prompt software patches and updates
- Provision new-user workstations for use on network with allocated software
- Assist with management of Microsoft Exchange cloud email database
- Assist with management of cloud subscription licenses for multiple platforms, including Microsoft, Autodesk (modeling), Ajera (accounting), Adobe, and others
- Assist with troubleshooting of IT problems and component failures
- Assist with management of internet service providers and associated contracts
- Manage cloud-based unified communication systems, including switches, desktop phones, soft phones, conference phones, and mobile device apps
- Perform regular software updates for production software packages
- Research and evaluate emerging technologies, hardware, and software that improve efficiency, increase productivity, and benefit user well-being
- Assist with management of firewalls and user/office VPN
- Maintain strict confidentiality of administrative credentials and sensitive data
- Regular overnight travel to multiple offices in Texas for on-site IT support

Qualifications

The following qualifications are requirements of the position:

- Bachelor's degree, preferably in computer science or similar area of study
- Advanced computing skills and detail oriented
- Experience with operating systems, network protocols, and common business software
- Related network and software certifications beneficial
- Good interpersonal and communication skills

Continuing Education

Regular continuing education in applicable network protocols, software management, network protocols, and cyber security subjects

Working Conditions

This position requires occasional night and weekend work for operational continuity, service interruptions, updates, and installations to ensure maximum uptime of network and software.

Physical Requirements

Ability to carry 30 lbs. of computer hardware and peripherals

Direct Reports

None

Revised June 2022