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IT Support Specialist II

Department: Rush Development Company
Reports To: IT Manager
FLSA Classification: Non-Exempt
Date:

Job Summary

The Rush Companies are seeking an IT Support Specialist with the experience and eagerness to utilize their expertise to support our team who is Building an Exceptional Future, Together.

The ideal candidate for this role is someone with 5-10 years of IT experience who is familiar with proactive IT support and a strong understanding of utilizing a Remote Management and Monitoring (RMM) tool to provide support, squash incidents, and solve problems for our team members. The IT Department has an ambitious project lineup for 2024 and beyond, while also supporting 6 unique companies with 100+ users spread across Western Washington. You should possess a broad skill set in IT to include an understanding of Networking, Firewall, Cyber Security, Servers, and experience supporting users on Microsoft 365 platform, including OneDrive, SharePoint, and Teams Voice.

The IT Support Specialist plays a crucial role in providing comprehensive technical support across various channels, including RMM, Chat, Phone, Email, Remote, and In-person interactions. This role involves troubleshooting complex hardware and software issues for workstations, network infrastructure, and servers. Additionally, the IT Support Technician actively participates in IT projects and initiatives, including system upgrades and implementations led by the IT Manager. A strong understanding of proactive IT management and effective use of a Remote Monitoring and Management tool is crucial to success in this role.

Key Responsibilities:

1. **Technical Support:** Deliver exceptional technical support to end-users through RMM, phone, email, chat, remote assistance, and in-person interactions, ensuring timely issue resolution and user satisfaction. Proactive use of our RMM tool to provide unobtrusive technical support is key.
2. **Troubleshooting:** Diagnose and resolve complex hardware and software problems related to workstations, network components, and servers, minimizing downtime and disruptions.
3. **IT Project Assistance:** Collaborate with the IT team on various projects and initiatives, such as system upgrades and implementations, contributing technical expertise to ensure successful outcomes. Meeting set deadlines is crucial to the success of the projects.
4. **Infrastructure Maintenance:** Maintain and monitor IT infrastructure components, including servers, network devices, and cloud-based services, to ensure optimal performance and reliability using remote management software

5. **Device Provisioning:** Deploy and configure computer hardware, software, and networking equipment, ensuring that all systems are set up correctly and meet user requirements.
6. **Job Site Setup:** Set up new commercial construction job sites or job trailers with internet connectivity and site-to-site VPN connections, enabling seamless communication and data access.
7. **Documentation:** Create and maintain comprehensive IT documentation and knowledgebase articles, facilitating efficient issue resolution and knowledge sharing within the IT team and end users alike
8. **Process Improvement:** Actively participate in efforts to enhance and streamline company standards and processes, contributing to the overall efficiency and effectiveness of IT operations.
9. **Cybersecurity:** Monitoring of our various cyber security platforms, reviewing and responding to alerts, escalating as needed.

The IT Support Specialist plays a vital role in ensuring the smooth operation of IT systems, supporting end-users, and contributing to the ongoing improvement of IT services and processes. This position requires a strong technical background, excellent communication skills, ability to multi-task and triage incidents by impact and value, along with a commitment to delivering high-quality support to the organization.

Key Requirements:
- 5-10 years IT job experience (Internal or MSP)
- Microsoft 365 Management
- Ticketing System Experience
- Multi-Tasking and Triaging of Tickets

1. Technical Proficiency:

- Strong knowledge and understanding of Microsoft 365, including but not limited to Entra ID, Hybrid Domain, Exchange Admin, SharePoint Admin, OneDrive Admin, Teams Voice Admin.
- Expertise with OneDrive synchronization for cloud hosted file infrastructure
- Strong knowledge of hardware and software troubleshooting
- Familiarity with Microsoft Windows 10, 11, Server 2016, Server 2019 operating systems
- Experience with Remote Desktop Services (RDS/RDSH) on Hyper-V for Session Based and App Based deployment via Azure App Proxy.
- Experience with networking concepts, protocols, and configurations, to include firewall configuration changes and troubleshooting.
- Understanding of effective Remote Management and Monitoring (RMM) tools
- Familiarity with scripting (PowerShell, batch, etc.)
- Proficiency in provisioning new computer hardware and software for team members based on job role.
- Ability to work with on premise servers and cloud-based services such as Microsoft Office 365, SharePoint, OneDrive, Teams, Azure, Intune.
- Familiarity with any of the following is helpful: Atera RMM, DarkTrace, Sophos, BlueBeam, Adobe, DocuSign, WatchGuard, Datto, Unifi.

2. Problem-Solving Skills:

- Strong analytical and problem-solving abilities to diagnose and resolve complex technical issues on first resolution.
- Proactively looking for problems and working to monitor and prevent incidents in the future utilizing self-healing scripts or automation is a critical skill for this role.
- Capacity to think logically and systematically under pressure.
- Ability to multi-task with solving more than one problem at a time, when needed.
- Effective use of RMM tool for resolving incidents without preventing the user from working.

3. Communication Skills:

- Excellent communication skills, both verbal and written.
- The ability to convey technical information clearly to non-technical users.
- Active listening skills to understand and address end-user concerns effectively.
- Communicate effectively on projects and assignments.
- Accurate ticket notes for incidents, problems, and requests.

4. Customer Service Orientation:

- A customer-centric approach to IT support, focusing on delivering exceptional service and ensuring end-user satisfaction.
- A focus on minimizing the impact to the user while creating value in every ticket.
- Empathy with the users is vital to creating a positive customer service experience with every ticket

5. Team Player:

- Ability to collaborate effectively within the IT team and across departments.
- Willingness to assist colleagues and share knowledge.
- Eagerness to learn

6. IT Documentation:

- Proficiency in creating and maintaining IT documentation and knowledgebase articles.
- Attention to detail when documenting issues and solutions in our ticketing system.

7. Project Participation:

- Experience working on IT projects and initiatives, such as system upgrades and implementations.
- Adaptability to handle various project roles and responsibilities.

8. Infrastructure Maintenance:

- Ability to manage and maintain servers, network devices, and cloud-based services.
- Knowledge of IT infrastructure best practices.
- Patch Management

9. Certifications:

- Relevant IT certifications, such as CompTIA A+, Network+, or Microsoft Certified IT Professional (MCITP), are beneficial.

10. Continuous Learning: - Demonstrated commitment to staying updated on the latest IT trends and technologies. Willingness to learn new skills or obtain certifications.

11. Time Management: - Effective time management skills to handle multiple support requests efficiently within company SLA goals.

12. Process Improvement: - A proactive mindset to identify opportunities for process improvement and contribute to enhancing company IT standards and procedures.

13. Education: - A degree or diploma in a relevant field (e.g., Computer Science, Information Technology) can be a plus, but practical experience is often highly valued in this role.

Compensation & Benefits
- **Compensation:** $60,000 -$80,000 (DOE)
- **Benefits:** Medical, Dental, Vision, Life Insurance, 401 (k), 401 (K) matching, FSA, HSA, Tuition Reimbursement, Referral Program, Employee Discount, Professional Development Assistance, Paid Time Off and Bonus.

Our team members at The Rush Companies have a strong reputation for exercising integrity, good judgment and sound business practices in our dealings with clients, consultants, subcontractors and suppliers. We are committed to selecting only those individuals who share in our loyalties while also maintaining our standards of quality and safety.

For more information about The Rush Companies or the application process, go to:

http://www.therushcompanies.com/rushcareers

How to Apply:

Please send cover letter and resume to jobs@therushcompanies.com or send via U.S. mail to:

The Rush Companies
c/o Human Resources
6622 Wollochet Dr.
Gig Harbor, WA 98332

Equal Opportunity & Drug-Free Employer

Disclaimer: This job description is only a summary of the typical functions of the job, not an exhaustive or comprehensive list of all possible job duties and responsibilities.