



Title of Position
Information Technology Specialist

Team/Department
Corporate

Reports To
Business Operations Manager

Information Technology Specialist

H2E solves problems and does the right thing for industrial clients and team members. The result is world-class electrical engineering, process, and designs. We work with Mining, Light Metals, Hydro Electric, Cement, Aggregates, WWTP, Utilities, DOE, Food Processing, Manufacturing, and Wood Products clients in the US and other countries.

About Your Work:

The Information Technology Specialist (ITS) executes IT procedures in compliance with H2E IT policies, allocates and maintains company IT equipment and software licenses, provides end-user support including troubleshooting and resolution to connectivity issues. The ITS supports H2E's IT Partner in implementing H2E's IT Systems. The ITS reports directly to the Business Operations Manager.

Responsibilities

Technical

- Provide support for troubleshooting staff IT hardware and software setup
- Ensure user IT connections are maintained across H2E locations and work sites
- Troubleshoot, diagnose, and resolve connectivity and sound issues for Video Conference sessions
- Support the configuration of corporate mobile devices
- Verify and configure Wi-Fi connectivity, hotspot and Wi-Fi calling features
- Install and configure monitoring equipment and integration with security systems
- Interface with H2E's IT Partner on H2E IT Issues and Support

Leadership

- Maintain IT equipment inventories and software licenses
- Create and maintain technical documentation, and the setup and installation of software and hardware technologies
- Supports H2E's IT Partner with troubleshooting, repair, updating, and maintenance of servers, desktop PCs, printers, wiring installations, and network infrastructure
- Assist with the IT setup and training of new employee computers



Communication

- Coordinate and collaborate with other System Support providers to ensure technical plans, decisions, and implementations are consistent with H2E policies and procedures
- Act as the point of contact between H2E end-users and third-party IT support groups

Ownership

- Execute IT Procedures in compliance with H2E IT Policies
- Coordinate, request and tracks IT hardware procurement
- Equipment allocation and end-user support
- Support the integration of new technologies and service initiatives

Qualifications

- Associate degree or completion of an accredited vocational training program in an information technology or related program
- Five years of information technology experience (i.e., consulting, analyzing, designing, programming, installing, or maintaining computer software applications, hardware, telecommunications, or network infrastructure equipment)

Skills

- Experience troubleshooting integrated and interdependent computer systems
- Experience maintaining IT Security and Backup Systems
- Experience maintaining thin clients, PCs, scanners, and portable devices
- Ability to prioritize work based on business and project objectives
- Service Management, Project Management, and Inventory Management skills
- Excellent written and verbal communication skills

What H2E Offers

- Competitive Wages
- Health/Dental/Vision Benefits
- 401k/Profit Sharing
- Flexible Hours
- Holiday, Sick, and Vacation Time
- Opportunity for Advancement
- Amazing Team Environment

How to Apply

Please review the position posting and respond with cover letter and resume. Apply via E-mail to recruiting1@H2Einc.com.