

IT / IS SUPPORT GENERALIST

Our Collective Vision

Our Hollis + Miller family is driven by our purpose: to empower our team, our clients and communities through rewarding experiences and inspiring learning environments. This starts internally, and we believe whole-heartedly that if you grow the individual, you will grow the firm. And our commitment to greatness starts with our individual contributors!

How You Qualify:

1. 3 – 5 years of IT / IS support experience and 2-year technical degree in related field, **or** a 4-year technical degree with 1 – 3 years' experience.
2. You have documentation that allows you to work in the USA and have met background check standards.
3. Must be able to work a full-time schedule of 40+ hours per week and regularly work Saturdays, and after hours as needed.

What You Bring:

1. Desire to build relationships, assist internal and external clients, and maintain focus on the big picture.
2. Strong critical thinking and big picture skills, along with superior analytical and problem-solving skills.
3. Positive attitude, accountable, thorough, results oriented, excellent communicator and relational skills.
4. Excellent drive, commitment, and ability to independently self-direct while problem-solving.
5. Strength as a mentor, delivering leadership and teaming through a spirit of cooperation.
6. Ability to lift / carry up to 50 pounds, and walk, sit, bend, climb stairs, and reach.
7. Ability to communicate technical issues and solutions to technical and nontechnical clients.
8. Desire for career growth and development.

Who You Are and What You Do:

Essential Job Functions: Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. A Leader

- a. Assists with the coordination and management of the firm's information systems.
- b. Serve as primary contact to entire firm staff for help desk assistance, implementation and training.
- c. Participates in industry specific organizations and events.
- d. Lead users in identifying their requirements and in evaluating and utilizing application software packages to meet their business needs.

2. A Coach

- a. Addresses employee's technical issues and provides timely and clear responses and/or solutions.
- b. Assists with the development and execution of information technology training systems for continued employee growth, including onboarding new employees.
- c. Ability to communicate to users of all IT knowledge-levels and backgrounds clearly and successfully.



3. A Technical Expert and Administrator

- a. Knowledgeable of different / common operating systems (Microsoft Windows, macOS)
- b. Maintains confidentiality regarding information (protected, or otherwise) being processed, stored, or accessed on the network, ensuring compliance with local, state, and federal regulations.
- c. Administers end-user workstations and supports end-user activities.
- d. Investigates user problems and identifies their source; determines possible solutions; tests and implements solutions.
- e. Collaborates with others to research, troubleshoot and resolve issues, coordinating best times to minimize production interruptions.
- f. Arranges service by software or hardware vendors to repair or replace defective products.
- g. Knowledgeable of, and direct experience with at least one remote assistant software program.
- h. Supports, maintains, and operates (installs, configures, upgrades, enables, etc.) hardware, software, printers, and audiovisual equipment.
- i. Assists with configurations and maintenance of various licensure software.
- j. Maintains knowledge of leading-edge technology innovations and trends.
- k. Identifies possible improvements and innovative solutions, with the ability to plan and implement network security, including maintaining firewalls, configuring VPN, managing host security, file permissions and file system integrity.
- l. Troubleshoots networks, systems, and applications to identify and correct malfunctions and other operational difficulties.
- m. Provides IT orientation to new and existing company staff and assist with on-going training as needed.
- n. Other duties as assigned.

Hollis + Miller is proud to be an equal opportunity workplace + affirmative action employer.

