

Opportunity: IT / IS Support Generalist**Our Collective Vision**

The core values of Hollis + Miller are at the heart of everything that we do. As a Hollis + Miller team member, you live our core values through your day-to-day efforts as we work together to Design the Future.

- We are **purpose driven**, making a difference by impacting the lives of others through our work.
- We are **people centric**, empowering those around us to learn and grow within our dynamic culture.
- We believe in the **power of we**, supporting diversity of thought and recognizing that good ideas can come from anywhere.

How You Impact Hollis + Miller

1. Maintain confidentiality regarding information (protected, or otherwise) being processed, stored, or accessed on the network, ensuring compliance with local, state, and federal regulations
2. Administer end-user workstations and support end-user activities with maintenance and operations (install, configure, upgrade and enable hardware, software, printers, and audiovisual equipment)
3. Collaborate with others to research, troubleshoot and resolve issues, coordinating best times to minimize production interruptions
4. Identify 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
5. Troubleshoot networks, systems, and applications to identify and correct malfunctions and other operational difficulties
6. Other duties as assigned

Who You Are**1. A Leader**

- a. Assists with the coordination and management of the firm's information systems
- b. Serves as primary contact to entire firm staff for help desk assistance, implementation and training
- c. Participates in industry specific organizations and events
- d. Leads 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. Technical Expert and Administrator

- d. Knowledgeable of different / common operating systems (Microsoft Windows, macOS)
- e. Investigates user problems and identifies their source; determines possible solutions; tests and implements solutions
- f. Knowledgeable of, or direct experience with at least one remote assistant software program
- g. Maintains knowledge of leading-edge technology innovations and trends

Requirements Include:

1. A 2 or 4-year technical degree with 1-3 years' related experience preferred
2. The ability to work a full time schedule of 40+ hours per week, including weekends and after hours as needed
3. Excellent written and oral communication skills, as well as organizational and problem-solving skills
4. The ability to communicate technical issues and solutions to technical and nontechnical clients
5. The ability to lift / carry up to 50 pounds, and walk, sit, bend, reach, and climb stairs

We may alter any or all the above from time to time to further our desire to make you, ourselves, and our clients great! Hollis + Miller is an Equal Opportunity Employer

