



IT TECHNICAL SUPPORT | DENVER

2 – 5 years of experience

We're looking for a well-rounded IT Technical Support team member to join us in our Denver office. Norris Design is a worldwide strategic partner in planning, landscape architecture and branding. We create value for our clients by combining excellent service with innovative solutions that can be implemented (in other words, our designs get built!). See what we mean at www.norris-design.com.

What do we have to offer?

You'll be surrounded by creative people who love what they do while forging their own career paths. You'll be mentored, no matter how much experience you have – our mentoring culture is an important ingredient that contributes to our success as a company, and to the success of our people.

Summary

Under supervision, performs a variety of support tasks (both on-site and remotely), including analyzing, documenting, testing, maintaining, troubleshooting and supporting of PC hardware, operating systems, software applications, peripherals, and communication devices for the entire organization. Requires good communication skills with the ability to work with users diplomatically, empathetically, and skillfully. Performs work under supervision while learning job tasks. Exercises judgment and decision making in the diagnosis and resolution of computer hardware and software problems.

Key Accountabilities

Help Desk Support (60%)

- Responds to telephone calls, email and personnel requests for technical support.
- Primary resource for managing Help Desk ticket queues. Evaluates and escalates support requests as needed.
- Provide technical assistance for all IT related hardware (phones, AV equipment, printers, PCs, copiers, webcams)
- Provide hands-on and remote support for Windows, systems in an Active Directory environment, Office 365, and network connectivity.
- Communicate with software and hardware vendors when appropriate to resolve user issues.
- Documents, tracks and monitors the problem to ensure a timely resolution in the help desk ticketing system.
- Ensure that all Incidents are promptly and accurately documented so that up-to-date information is available at all times. Track Incident from the first report to resolution
- Follow-up on resolved Incidents to check the quality, get user concurrence of incident closure, and report user satisfaction
- Establish (or update existing ones) and maintain data in a knowledgebase document to capture best practices resolutions to facilitate quicker diagnosis and resolution for future similar incidents



- Provide proactive equipment maintenance to make sure PC's/ Laptop's, printers and other hardware are functioning properly. Take measures to avoid downtime and monitor to keep things running smoothly
- Proactively communicate with satellite sites to identify support needs unique to each location.
- Ensure all our Zoom-based conference rooms are working and ready for use every day.
- Ensure all on-site printers are working and ready for use every day
- Stay up to date technological advancements and trends in IT support.

User Training and Asset Management (30%)

- Provides ad hoc end user training as needed to promote future “self-troubleshooting”
- Conduct Training sessions to end-users on hardware functionality and software programs
- Assist with new user training and onboarding
- Assist with training documentation
- Assist with asset management, to include receiving, unpacking, and inventorying new equipment
- Assist in the creation and documentation of user machine specification and troubleshooting related to unique specifications
- Setup and image new machines for both on site users, and ship new machines to remote locations
- Deploy new PC's to internal and billable staff, and ensure quality of systems being deployed
- Work to reduce the number of escalations by performing cross-training and knowledge transfer
- Assist with the cleaning and redeployment of past employee machines
- Manage the deployment of subscription-based software licenses based on user role and job function
- Assist with creating and updating knowledge base articles that promote user “self-troubleshooting”

Network and Firm-Wide Support (10%)

- Assist in firm wide project rollouts
- Assist in new software and hardware vetting, testing, training and implementations
- Recommend network modifications to reduce user problems based on empirical Help Desk issues
- Under supervision execute assigned projects related to network upgrade and evolutions

Required Experience/Skills/Certifications

- 3+ years of experience in supporting firm-wide users both in person and remotely
- High School diploma required, Bachelor's Degree Preferred
- Has knowledge of commonly-used computer use concepts, practices, and procedures
- Experience in AEC industry preferred
- Experience providing Help Desk support to AutoCad and Adobe Creative Cloud preferred
- Demonstrated experience working with Active Directory Users and Groups Management (ie - edit accounts, manage memberships, disable users, etc).
- Preferred Certifications
 - o Microsoft 365 Fundamentals – MS-900
 - o Microsoft 365 Modern Desktop Administrator – MD-100, MD-101)



- Strong prioritization skills - understands “urgent” vs “URGENT,” and allocating time appropriately
- Excellent problem-solving skills
- Ability to perform in a fast-paced deadline driven environment
- Strong communication skills – both written and verbal
- Ability to collaborate and work in a team environment
- Takes initiative in improving the team, improving the user experience, and improving your personal skill-set.
- Ability to carry, lift, and move users equipment and network equipment.
- Light duty on-call and after-hours maintenance
- Ability to do light travel to visit satellite offices

Full time employees are eligible for Medical, Dental, Vision, Supplementary Insurance and Dependent Care FSA and Healthcare FSA. A portion of the premiums are paid for by Norris Design. Norris Design also pays for Basic Life Insurance and Long-Term Disability as well as a 4% company match to our employer 401k plan. Staff receives 8 paid company holidays per year and an accrual based PTO program starting at 15 days per calendar year. Plus year-round half day Fridays! The salary range for this position is \$50,000 to \$65,000.

Sound Interesting?

If interested, please send a cover letter, resume, 3 professional references to jobinfo@norris-design.com. Please include the position you are applying for in the subject line of your email.

No phone calls please.