

## **IT Support Specialist Grand Rapids, Michigan**

Join our team at TowerPinkster and open a new door to an amazing career! TowerPinkster, a regional 100 person Architecture and Engineering Firm based in Michigan is looking for a talented Helpdesk Support Specialist to join our team!

The Firm is looking for a skilled professional to actively support the day to day technology needs of the team and to learn and understand their needs through building relationships and learning industry best practices to deliver the best results. Through initiative and research, this position is responsible for developing solutions to work processes and implementing training to create and develop the work team's knowledge.

This position is primary support for a fifty (50) person office. Responsibilities include providing technical assistance and support for incoming questions and issues related to computer systems, software, and hardware, respond to questions either in person or over the phone, maintain daily performance of computer and network systems, respond to email messages for team members seeking help and conduct user orientation and group training.

### **Position Responsibilities**

- Provide technical assistance and support to issues related to computer systems, software and hardware
- Maintain daily performance of computer systems
- Active listening to user needs to develop solutions which increase efficiency and productivity
- Involvement with research and development for new technology
- Research to increase industry knowledge and keep up to date on industry trends
- Participate in research and development projects
- Provide workstation support
- Provide hardware and software upgrades
- Develop and implement training, individual and group, on systems and software
- Gain knowledge of all environments, MAC/Apple and PC to support end users
- Remain flexible to respond to emergency needs
- Maintain a good balance between day to day tasks and long term planning projects
- Create suggestions for continuous improvement by being proactive in research and development
- Keep an open mind through adapting to a changing environment
- Actively respond to help desk tickets and service requests
- Perform Information Systems tasks, to include data backups, equipment and network maintenance monitoring
- Setup network access accounts and assist new users in familiarization of company applications
- Some travel to our Kalamazoo office will be required from time to time

IT Support Specialist

### Position Competencies

- Takes initiative with minimal supervision
- Act with integrity and trust
- Possess a commitment to excellence
- Exhibit and promote teamwork
- Display excellent ability to communicate verbally, graphically and in writing
- Have pride, passion and purpose for the work you do
- Able to interact with others in a positive manner
- Take responsibility for own actions through being attentive and leading by example
- Diagnose problem situations and recommend solutions for improvement
- Display a willingness to make decisions, include appropriate people in decision making
- Identify potential problems in a timely manner and oversee development of alternative positive solutions

### Position Qualifications

- Bachelor's Degree in Computer Technology or related field. If degree not in related field, must have experience commensurate with technology services
- Three to Four years' experience in a helpdesk support role, preferably in a professional environment
- Ability to show proficiency in technical skills

TowerPinkster is a firm of architects and engineers committed to design integrity, quality, and environmental responsibility. Our doors opened in 1953 with just six people and now we have more than 100 of the best employees in Michigan. At our firm, it's our people who make us different. We have the freedom to explore new ideas, the tools to create innovative strategies and the talent to inspire our clients through interactive design. Our expertise and collaborative, client-centered approach means the best ideas rise to the top. And having a diverse team fosters fresh perspectives, creating better results.

TowerPinkster received the 2016 National 101 Best and Brightest Companies to Work For Award, 2016 best Firm Award from Zweig Group and the 2015 Firm of the Year Award from AIA Grand Rapids. These awards were given based on design creativity, community commitment, client commitment and team building. We are proud of this achievement and are thankful for our client relationships, our generous communities and all the employees who contribute to TowerPinkster's fun and creative culture! Our supportive work environment helps employees reach their career goals, and we have fun doing it! We love what we do and it shows!

**Our Vision:** A diverse, talent-based firm sought after in expanding markets.

**Our Mission:** Design leaders who create unique environments with clients and communities.

[www.towerpinkster.com](http://www.towerpinkster.com). We are an Equal Opportunity Employer