

We are looking for a reliable and proactive **IT Assistant** to help keep our technology running smoothly. In this role, you'll be a key player in maintaining the stability, security, and performance of our IT systems—from servers and networks to everyday devices our team relies on. We're looking for someone with a solid background in IT support, strong problem-solving abilities, and the flexibility to work both independently and with teams across the organization. Your work will directly support our daily operations and help us meet our long-term technology goals.

Key Responsibilities

- Support mission-critical systems including CIS, OMS, AMI, and SCADA to ensure efficient and reliable utility operations.
- Administer and maintain user accounts, servers, firewalls, and network infrastructure with a focus on performance, security, and availability.
- Provide end-user support for hardware, software, and network issues across multiple sites.
- Monitor cybersecurity protocols and maintain physical and digital security systems.
- Assist in maintaining structured cabling and hardware organization in MDF and IDF areas.
- Help ensure compliance with regulatory standards through patch management, IT documentation, and inventory control.
- Respond to IT emergencies, including power outages and system failures, to support business continuity.
- Perform daily system administration tasks including system configuration, updates, and performance tuning.

Technical Skills:

- Proficiency in Windows Server 2016 and 2019 administration.
- Strong knowledge of Windows 10 and 11 desktop operating systems.
- Skilled in Active Directory user and resource management.
- Experience supporting LAN/WAN environments and network troubleshooting.
- Competent in device support across desktop, laptop, and mobile platforms.
- Basic understanding of scripting or programming for task automation.
- Familiarity with Microsoft 365 and Office Suite support.

Soft Skills:

- Strong communication and interpersonal skills.
- Ability to work independently and in team settings.
- Excellent organizational and time-management skills.
- Strong problem-solving and critical thinking abilities.
- Adaptable and responsive to changing priorities and unexpected challenges.