



Senior IT Support Specialist

Compensation: 45- 55K/YR

Who we are:

We are inspired place makers who enhance the built environment with a focus on brand and culture - Across multiple studios, elements provides a comprehensive portfolio of products and services for the interior built environment. We combine our interiors expertise with construction capability and the collaborative, cross-functional process of human-centered design. This holistic approach to the built environment creates a seamless experience and exceptional results for our clients.

Job Summary:

We are searching for an IT Support Specialist to join our team! You will use your IT expertise to provide a solution that will further our mission as inspired placemakers- creating the collaborative and engaging environments of tomorrow. You will support your colleagues as a valued member of project teams implementing technology that cultivates creativity, ideas, and collaboration for business transformation.

Essential Functions

- Assist the IT Director with projects related to security, infrastructure, and cloud computing.
- Provide escalated support for remote and in house users through troubleshooting, root-cause analysis, and solution implementation.
- Assist with monitoring network for security issues; researching security trends and developing strategies that will help our organization remain secure.
- Monitor and triage cybersecurity alerts and work to complete cyber assessment deliverables.
- Define network, server, workstation, desktop and laptop hardening requirements.
- Assist in documenting IT technical instructions, processes, and procedures.
- Provide general assistance with networking, server hardening, and other technical duties as needed.
- Perform other duties as assigned.

Required Skills/Abilities

- Understanding of ITIL fundamentals and practices desirable.
- In-depth knowledge of computer hardware, software, and networks.
- Ability to determine IT needs and train end-users.



- Ability to communicate technical information in an accessible manner to non-technical employees.
- Advanced knowledge of database maintenance and system security.
- Able to stay up to date with technical innovations and trends in IT support.
- Advanced knowledge of MS Office.
- Strong analytical problem-solving skills.
- A driven, inspired personality who values teamwork with an open, growth-minded mindset dedicated to furthering knowledge and education
- Passionate customer service skills and ability to work well with all levels of the organization.

Education and Experience

- Any education requirements?
- Any years of experience required or preferred for the below?
- Experience with network connectivity devices, and server and server software management practices.
- Experience with Windows 10, Apple IOS, Teams, Office 365 and Active Directory.
- Experience with IT security best practices.
- Understanding of ITIL fundamentals and practices desirable.
- Certifications in networking, security a plus.

EEO Statement

Workplace Elements provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state, or local laws.

This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training.

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee. Duties, responsibilities, and activities may change, or new ones may be assigned at any time with or without notice.