



INFORMATION TECHNOLOGY SPECIALIST – ENTRY LEVEL

Our Fort Collins office is hiring an **Information Technology Specialist**. This position will be first point of contact for local and remote technical support. The primary role is to interact with staff members and support their use of computing technologies.

Responsibilities:

- Successfully troubleshoot computer hardware and software problems
- Record problem description, progress, and resolution on IT ticketing system
- Set up new laptop and desktop computers, install applications, and hand off to new employees
- Set up and configure mobile devices and desktop phones
- Perform routine auditing and maintenance on computers and systems
- Document IT processes
- Purchase and issue equipment and software, maintain inventory and update records
- Assist staff members with software, hardware, and cyber-security training
- Work on IT projects to continuously improve professional skills and complete department objectives
- Maintain a safe, orderly, and efficient work area

Qualifications/Experience/Education:

- Strong problem solving and communication skills is required
- Basic knowledge of operating systems, file access, network architecture, server storage, database, and application software is required
- 2 years of experience with troubleshooting hardware and software is preferred
- 2 years of experience with Office 365 applications and Teams is preferred
- Ability to manage tasks and frequent interruptions
- Associate's or bachelor's degree in CIS/CS is required or
- Senior year in CIS/CS bachelor's degree

Salary range: \$45K-\$52K per year plus discretionary bonus

Company Overview

EDM has become a leader in the electric utility, energy, construction, and communication industries by merging excellence in engineering and science with a genuine concern for our clients' needs. Headquartered in Fort Collins, CO, with offices in Billings, MO, San Diego, CA and Phoenix, AZ, the success of our consulting, research and development services is attributed to our team of dedicated employees.

We are a family-oriented, employee-owned company and offer exciting opportunities with an excellent compensation and benefits package including, but not limited to, health insurance, paid holidays, retirement program, ongoing growth potential and a strong work/life balance.

To apply, please send resume, cover letter and unofficial transcript to jobs@edmlink.com

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