

Network Administrator/Help Desk Support

Integrity

Energy

Collaboration

Innovation

Service

We are an **Employee Owned and Operated**, progressive, entrepreneurially spirited, **Team** focused company, **Named a 5 time Top 100 Workplace** headquartered in Eagan, MN.

If you are an individual who **Thrives** when given the opportunity to grow and develop, who seeks additional responsibility and wants to be a **Trailblazer** reshaping our Industry by **Maximizing Technology**, we are interested in **YOU!**

About the Job

- Provide assistance with information technology issues and problems. Respond to requests through the help desk system by phone, email, or face-to-face.
- Troubleshooting and fix issues related to the network infrastructure, including the LAN, firewall, and WAN.
- Manage day-to-day events of servers.
- Implement current technologies in a growing network environment. Assess the network structure for effectiveness, security, and redundancy.
- Manage assigned helpdesk tickets and elevate issues as necessary. Track issues to resolution.
- Perform testing for new hardware or software.
- Communicate with and care about internal and remote employees. Be a reliable point of contact who is a responsive “go-to-resource.”
- Office 365 administration, including allocating users and connecting workstations to enterprise resources.

About You

- 2+ years of experience in IT
- Experience with administration of a Microsoft Windows environment, including Active Directory
- Experience with supporting users and participating in helpdesk functions. Ideally candidate would have experience providing high-touch support where user is respected
- Exposure to virtualized or cloud-hosted servers

About the Team

The small technology team at Inside Edge continues to expand! We're enthusiastic, compassionate, bright, collaborative, fast-paced, and engaged. We are directly engaged with our stakeholders and encouraged to challenge the current technologies. We bring our authentic selves to work and receive the support needed to grow. We strive to live the core company values – Integrity, Energy, Collaboration, Innovation, and Service.

Benefits & Perks – Together We Own It!

As an employee owner you will see how each day we work through our values to support/ grow the company we own together. Our owner mentality attracts top talent and inspired our employees to take pride and responsibility for every job we earn. Inside Edge has consistently been awarded the Star Tribune Top Workplace, our goal is to create a place where employees can say, “I love coming to work”. To accomplish this, Inside Edge invests in the training and development of our employees, encourages meaningful connections between managers and staff and facilitates a positive work environment that enables employees to thrive and have fun! As a company that is committed to giving back, Inside Edge donates 1% of net revenue every year to several charities chosen by employees. Beyond donating money, Inside Edge employees make sure to dedicate time to helping those in need. Each year staff receive 16 hours of paid time to be used for volunteering at the charity of their choosing.

- Contribution to company stock made annually on your behalf
- Competitive Salary & Comprehensive Benefit Package
- PTO, Personal and Volunteer Time
- Remote Work Flexibility
- Professional Pro Edge Training
- Leading Edge, Evolving Technology

How to Apply

A resume is a great start, but we'd love a cover letter about you and why you want to work here. Even more gravy is some examples of your work - a portfolio, screenshots, videos, whatever you think represents what you can do. *Do not send confidential information.*

HR@iecis.com

Inside Edge Commercial Interior Services, LLC is an Equal Opportunity Employer. We celebrate diversity and are committed to creating an inclusive environment for all employees.