



JOB DESCRIPTION

Job Title: IT Generalist	Hybrid home/office work position
Reports to Title: IS/IT Manager	

ORGANIZATION:

Holmes Corporation is a SMB that specializes in creating and delivering training content for partner organizations. SHRM, ASCM, APA, CPA, IIA, CertWise and ProFM are examples. We leverage many technical platforms and tools to deliver our content most effectively. Holmes Corporation excels in understanding the challenges and strategic elements involved in delivering training content, programs, services, and solutions. Our team is committed to anticipating our clients’ needs and situations along with implementing and managing programs and solutions all with the main goal of providing superior quality & service. We deliver high quality innovative solutions that deliver value to our clients with the highest ethics.

GENERAL PURPOSE OF JOB:

This position will report to the IS/IT Manager and will be responsible to learn and support technology systems and tools at Holmes. The ideal candidate will be a technology generalist with a broad knowledge of current IT options and trends. This role will be a technical resource for internal and external users. Qualified candidates will work closely with leadership, account service staff, clients, and other technical staff to align and deliver on expectations.

PRINCIPAL DUTIES AND RESPONSIBILITIES:

Primary Duty	% of Time Spent Performing Duty
1. Support Information Technology needs for the business. Hardware/OS updates and troubleshooting, application troubleshooting, SSRS/PowerBI reporting, and internal and external helpdesk issues. Primary areas of learning: Microsoft servers (CRM, GP, SQL Server and other Windows servers), networking and communications, business software (MS Office, email, etc.), backup/archive/DR best practices and tools. Additional beneficial knowledge: SCRIBE, SSIS, JavaScript, Linux servers and open-source tools.	75%
2. Time management and IT projects. Use of helpdesk and planning systems (JIRA) to record and plan work.	15%
3. Develop command of products, solutions, and related technology. Communicate effectively and share expertise with internal and external partners, establish teamwork and long-term relationships with partners, colleagues, and customers.	5%
4. Cross functional leadership and communication. Through partnering with the leadership team, internal support team, operations team, and cross functional partners, optimize the customer experience during every interaction.	5%



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Direct Reports	Number
Direct reports (no person reports directly to this role).	0
Indirect report and collaboration with Partners, Development, and Client Services team.	4-10

JOB EXPERIENCE, SCHOOL, AND/OR TRAINING IN ONE OR SOME OF THE FOLLOWING AREAS (THE OTHERS BEING LEARNING OPPORTUNITIES):

- Technology helpdesk tickets and calls- internal user support.
- Direct contact to Holmes Customer Service team for end-user/customer technical support.
- Excellent organizational skills, attention to detail, and troubleshooting skills.
- Networking and communication systems (including phones).
- On premise, Co-Lo, and Cloud environment server environments.
- ETL experience - SQL query, SSIS, SSRS, SCRIBE – learn, modify/update.
- Excellent communication skills – both technical and non-technical.
 - Keep clients, technical staff, and account service staff informed on issues and progress.
- Comfortable learning new technology and using technology as the main solution to problem solving. Root cause analysis. Proactive problem solver.

EXPERIENCE/TRAINING/EDUCATION:

- 1-3 years in a technical role.
- OR, technical training with certification(s).
- OR, technology schooling (technical school, armed services, college)

COMPENSATION:

- Salary position.
- Vacation in addition to recognized company holidays.
- Insurance options/HSA, retirement match, dental and vision plan options.
- Company paid short- and long-term disability, and life insurance.

TRAVEL and LOCATION:

Minimal travel required. Location of headquarters is in Eagan, MN.

Candidate, Date: _____

Manager Approval, Date: _____

CIO, Date: _____