

Join Our Team!

Open Position: IT Generalist

At Holmes Corporation (HC), we are a team of innovators focused on achieving **our mission: to help professionals advance in their careers.** And our culture is the cornerstone of our identity and success. We believe that who we are – as a team, as individuals, as leaders, family members, and community members - centers us, empowers us, and drives inclusion to deliver growth and impact. It's the reason so many employees have dedicated decades of their career to HC. We set ambitious goals, and we make it fun to work together to achieve them.

Vision: to be a leading learning, engagement and growth partner worldwide, leveraging our innovative technology and services to transform certification and professional development programs, elevate member engagement, and foster workforce advancement.

Values: HC is a human-centric company focused on driving growth and impact for our organization, our partners, and the many learners that engage with our products and services around the world. Through fearless exploration and empowerment of our team, we will deliver innovative learning and engagement solutions and will be accountable for delivering results for our partners.

Position Summary

HC is seeking a highly motivated technology professional to support internal and external customers, learn and support technology systems, including Asana, SSRS, SSIS, M365 Dynamics CE (CRM). The ideal candidate will be a self-motivated, self-starting, intellectually curious and information-seeking technologist. Aptitude, attitude and approach are critical! We don't expect you to know all of our systems, but you need to be able and interested in learning with a can-do, roll up your sleeves and figure it out, positive approach. We take a high touch/high service approach, and strong communication skills are a must- with employees across our business from account service staff, other technical staff, and leadership as well as external customers.

Do you have a passion for enhancing processes and finding opportunities to create efficiencies? Would you like to join a fast-paced, goal-oriented and fun-loving team? We want you!

What You'll Do and Accomplish

- **Technology helpdesk.** You'll be spending 30-40% of your time supporting internal and external customers. We take a high touch/high service approach, and strong communication skills are a must.
- **Communicate effectively** and share expertise with internal and external partners, establish teamwork and long-term relationships with partners, colleagues, and customers.
- **Develop command of products, solutions, and related technology.** In addition to learning and using the technology that supports the business, you'll learn how our Learning products work and how they are used by customers- so you can provide exceptional service.
- **Support Information Technology Team.** In addition to the technology helpdesk role, you'll support the team with 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, Teams, Sharepoint, email, etc.), backup/archive/DR best practices and tools. **Additional beneficial knowledge:** iPaaS, SSIS, SQL, JavaScript, Linux servers and open-source tools.
- **Manage your time and IT projects.** Use of helpdesk and planning/collaboration systems (Jira, Asana) to record and plan work.
- **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.

- **Build, deploy and support** laptops, mobile devices, peripherals.
- **Drive process improvements.**
- **Identify opportunities to optimize and improve existing IS processes.**
- **Foster continuous growth and success through process improvement.**
- **Work collaboratively to support and achieve overall IS and company goals.**

What You'll Bring:

- 1-3 years in a technical role, or technical training with certifications, or technology education (college, technical school, armed services).
- Strong critical thinking, problem-solving skills, and keen attention to detail.
- Passion for process improvement.
- Exceptional communication skills both technical and non-technical.
- Ability to thrive in a fast-paced and dynamic environment.
- ETL experience preferred but not required (SQL query, SSIS, SSRS, iPaaS).
- Passion for learning new technology and providing exceptional customer service.
- Organizational and project management skills.
- A strong enthusiasm for teamwork, with a commitment to driving growth and creating a positive impact for the organization.

Benefits You'll Receive:

At HC we are committed to a culture where every employee is valued equally, and everyone feels like an integral part of a supportive and connected team. Our commitment to our values starts with providing benefits that allow our employees to care for themselves, support their families, and give back to their community. Join HC, and you'll receive:

- A competitive compensation plan with opportunity for advancement. Salary range for this role: \$65K/yr. - \$75K/yr. DOE.
- Opportunities for professional growth and development
- Flexible paid time off and company holidays
- Medical, dental and vision insurance
- 401(K) contributions with company matching program
- Year-round charitable donations gift matching program
- Flexible work environment - hybrid with two+ days in office in Eagan, MN
- Be Well Committee with weekly Yoga, Calm App, Walking Desks, etc.
- Opportunities to participate in company-wide volunteer events, employee appreciation activities, and celebratory events



HC is proud to be named one of the Top 200 Workplaces by Star Tribune in 2018, 2019, 2021, 2023 and 2024. It's a testament to the dedication we have to our employees' well-being and job satisfaction.

Ready to Make a Difference?

Interested candidates should submit their resume and cover letter to Erik at ITjobs@holmescorp.com. Please include IT Generalist in the subject line.

Application Deadline: 5/15/25

Holmes Corporation is an Equal Opportunity Employer. We celebrate diversity and are committed to creating an inclusive environment for all employees. All qualified applicants will receive consideration for employment without regard to race, color, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age, or veteran status.