

**Wood Group Pratt & Whitney
Industrial Turbine Services, LLC**

1460 Blue Hills Avenue
Bloomfield, Connecticut 06002
(860) 286-4600



IT Support Specialist

SUMMARY

WOOD GROUP PRATT & WHITNEY, a world leader in industrial engine overhaul, repair and maintenance services is seeking a full time IT SUPPORT SPECIALIST for its Bloomfield, CT location. Salary is dependent on experience.

BA or BS preferred with at least 3 years relevant work experience in IT, or minimum of 5+ years of relevant work experience in IT. Microsoft 365, Epicor/Vantage and Salesforce.com experience a plus.

Minimum three years experience (with degree) in a role that offers hands-on real world experience supporting and maintaining a corporate network with a minimum of 100 users.

Certifications: IT Help Desk\Network Certifications including but not limited to: CompTIA A+, CompTIA Network+, and Microsoft IT Support

The WGPW IT Support Specialist is responsible for helping to maintain WGPW's Local Area Network and all devices and authorized users of authorized devices that attach to the network. Help maintain Salesforce.com data and generate necessary reporting.

ESSENTIAL DUTIES AND RESPONSIBILITIES include but not limited to the following:

The IT Support Specialist assists the IT Department with the responsibility of deploying and maintaining network equipment; proper licensing of company owned software, configuring user network profile, network permission and company email, disseminating best practices for network equipment to ensure economical viability and the privacy, safety and security of company owned network equipment and information stored on the network. Will performs regular duties of network backups, ensuring up to date Virus and Malware protection on servers and client workstations, visual checks and inspections on network equipment and user activity. Maintains documentation for equipment and users of this equipment by asset tagging equipment, and maintaining records on users' company issued equipment and peripherals including installed software licenses and company issued security badges.

IT Support Specialist serves as the primary helpdesk contact for network related issues including but not limited to computers, computer software(various), email, phone, printing, scanning, copying, remote network access, RSA Tokens, security badge access, time clocks and other issues related to malfunctioning, broken or damaged equipment or required user training. He\she troubleshoots and fixes network issues by repairing\replacing damaged or broken network

equipment and/or providing user training. Maintains documentation of problems and resolutions as it pertains to network equipment and users.

The IT Support Specialist interfaces with vendors that provide security, internet, telephone (wired and wireless) and procurement services. Maintains contracts, manuals and other information for these services.

The IT Support Specialist assists the IT Department in network deployments, upgrades and maintenance and other department projects, gets primary directive from IT Manager, specifically related to duty precedence and company privacy and security. Provides records, documentation and reports as requested

Conducts oneself in a businesslike manner ...be a team player.

Maintains a safe and clean work area and adheres to all housekeeping requirements.

Complies with all WGPW EHS standards and procedures as defined by the EHS program and the WGPW employee handbook. Must wear all safety protective equipment as required.

May be required to work overtime as business conditions dictate.

Ability to strategize and enlist troubleshooting skills needed to solve complex network issues. Distinguish intermittent issues from repeatable issues.

Understanding of logic, binary math and complex mathematical concepts

Valid motor vehicle license is required as regular travel between sites is necessary.

Must have good organization, written communication, computer, and clerical skills and the ability to work with Microsoft Office, Outlook, MS Access and email.

The employee may have to occasionally lift and move up to 30 lbs. Good vision and good hearing is required.

NO PHONE CALLS PLEASE.

EOE/M/F/D/V