



Completion With a Purpose®

Corporate Operations Engineer

Strada Education Network® is hiring a Corporate Operations Engineer. This person will be the go-to person for our employees' computer hardware and software needs, providing frontline user support and operational management for all our internal tools and technologies. They also function as the first line of defense managing security maintenance and triaging potential security incidents. Beyond the day-to-day support and SaaS Administration, they work to streamline repetitive and unnecessary work through automation using integrations or custom scripts.

Both learning and teaching are key aspects to the job, as technologies, including core productivity technologies, continually change. Our Corporate Operations Engineer will need to keep up to date with the latest and best practices, and strive to share those with colleagues, updating documentation and training as time permits.

Responsibilities

- Maintain our SaaS systems and fleet of Windows, MacOS, and ChromeOS laptops.
- Identify and problem solve systemic issues spanning multiple systems and teams as they relate to corporate security and administration and automation initiatives. This may include designing systems or services from the ground up.
- Develop tools and solutions to increase the operational efficiency of the IT change management process with focus on excellent user journeys and experiences. Innovate and design new internal solutions that allow us to reduce operational work and scale. Evaluate technical data, create recommendations, obtain consensus, plan and execute service upgrades and changes.
- Automate and/or execute IT infrastructure-related projects such as platform migrations and information security policy updates.

Essential Job Functions

- Provide support and problem resolution on a regular basis while working within the Corporate Operations Service Desk
- Responsible for monitoring the Service Desk system and other methods of communication, prioritizing user requests and fulfilling/resolving the requests/issues per service level agreements
- Learn and support in-house developed applications across platforms for employees, customers and partners as needed
- Support the security and compliance of company systems with rotated responsibilities including but not limited to malware and phishing investigation and vulnerability administration
- Administer Software-as-a-Service (SaaS) solutions along with other members of the helpdesk
- Perform software and hardware installation/configuration as necessary or as directed by manager
- Coordinate IT support operations with engineers, administrators, and management as directed or defined in IT standards and procedures
- Escalate issues as necessary using the Service Desk system and/or existing procedures
- Utilize existing procedures to document and track all company IT assets. Work with human resources staff to identify company assets that need to be returned by exiting employees
- Provision and deploy laptops, chromebooks, and mobile devices to end users.
- Assist in creating long-term strategies for growth and maintenance of the Corporate Operations Service Desk
- Confer with staff, computer users, supervisors, and managers to determine requirements for new or modified software and hardware
- Assist in documenting systems and procedures
- Analyze Service Desk activity and make recommendations for increased organizational efficiency and effectiveness

- Interface with 3rd party software and hardware vendors when necessary.
- Perform some analytical, technical and administrative work in the planning, design, and installation of new or existing hardware and software systems
- Follow documented procedures and utilize tools to load images to computers. Incumbent is expected to document specialty installations for the team when encountered and may propose new procedures for improving workflow
- Keep other team members informed of unresolved issues or problems that may need special handling or escalation
- Develop effective technical use documentation for end users as well as for technical installation documentation for team members including creating instructional videos
- Work closely with IT management to identify and resolve issues
- Perform related duties as requested with attention to detail
- Systematic problem solving approach, coupled with a strong sense of ownership and drive with the ability to adjust quickly to changing priorities and make progress in areas where a high ambiguity and uncertainty exist
- Deep understanding in three or more of the following skill-sets required within IT Operations: Operating Systems, Networking, Scripting and Automation, Technical troubleshooting, Project Management; Strong understanding of complex IT infrastructure, security standards and ability to troubleshoot issues
- Experience operating security systems; Experience providing infrastructure solutions for high profile and demanding internal customers
- Project management experience to develop, execute, manage stakeholders and deliver cross-functional projects within timelines and budget
- Ability to work with minimum supervision, identify and initiate areas for improvement and automation
- Strong customer service, documentation, prioritization, multitasking, communication and leadership skills

EDUCATION/CERTIFICATION REQUIREMENTS

- Bachelor's degree or equivalent practical experience
- Formal or on-the-job training including but not limited to Windows, OSX, ChromeOS operating systems and standard software like MS Office and standard laptop and related hardware
- Technical certifications including but not limited to: CompTIA A+, Network+, G Suite Certification or equivalent (desirable)
- CS coursework, JavaScript, and/or CLI experience is beneficial for automation responsibilities (desirable)

PERFORMANCE REQUIREMENTS

- Three (3) years of technical experience supporting end-users in a service desk setting
- Ability to identify and troubleshoot laptop hardware and software issues regardless of OS
- Ability to support users with G Suite
- Ability to troubleshoot network connectivity issues (including, LAN, WAN and VPN)
- Ability to troubleshoot local and network printer issues including Google Cloud Print
- Excellent verbal and written communication skills
- Ability to lift up to 45 lbs
- Thorough experience with Windows, OSX, Chrome OS and Google and MS Office Suites
- Experience with corporate system security products (AntiVirus, Patch Management, Encryption, Spam prevention)
- Ability to support the majority of end users remotely



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- Ability to evaluate critical systems, prioritize workflow, and determine solutions
- Self-starter
- Ability and willingness to learn
- Ability to maintain a professional and effective working relationship with managers and coworkers
- Ability to work flexible hours including offices across multiple time zones, including evenings and weekends (some 24/7 support may be required)
- Ability to learn new technologies and acquire new skills
- Must be able to travel to our other locations and affiliates

Qualified candidates should submit their resumes to: terri.shea@stradaeducation.org.