

I.T. Support Specialist

Mackey Mitchell Architects, P.C.

Mackey Mitchell Architects is a 40+ person architectural services firm with four office locations: St. Louis MO, Asheville NC, Lawrence KS and Dallas TX. We are seeking an individual to work in our St. Louis office and support the entire company in all areas of technology. The position provides: direct contact with owner/decision-makers; working with creative professionals; full benefits; growth and leadership opportunities.

Typical Duties/Tasks

- Provide technical support to employees in-person and remotely regarding computer systems, hardware, and software.
- New user setup in an Active Directory/Exchange/Office 365 environment.
- Work with firm leadership to implement I.T. policies and goals.
- Hardware deployments and replacements, including workstations, laptops, and mobile devices; transfer user profiles as needed.
- Hardware support – replacing and/or upgrading components internal to and connected to all computers, coordinate with manufacturers and vendors for warranty replacements.
- General printer/output support for employees.
- Support of peripheral equipment: 3D printer, tablets, projectors, drones, Virtual Reality, webcams, headsets, etc.
- Application installation and support (Typical: Office 365 apps, Adobe Creative Cloud apps, Bluebeam Revu, etc.)
- Office 365 support (for end users) and administration
- Software license management and distribution; maintain renewals and upgrades.
- Monitor server storage and manage regular data backups; archive projects to removable/offsite media
- Troubleshoot service issues and coordinate with provider's tech support (internet, phone, etc.)
- Install server patches & updates: Exchange Server, Windows Server OS, etc.
- Perform and/or assist with enterprise-wide system upgrades (For example: Mitel phone server, Newforma Project Center Server, Deltek Vision/Vantagepoint, Microsoft Exchange, etc.) Deploy updated client apps to workstations.

Skills

- General knowledge about computers, their internal components and operating systems.
- In-depth knowledge of Microsoft Windows OS: network setup, displays, peripheral and app installation, etc.
- Familiarity with Microsoft Windows Server: IIS, AD, OUs, GPOs, print queues, storage arrays, VMs...
- General knowledge of LAN, WAN, Wi-Fi and Firewalls, and network topologies.
- Use an entrepreneurial approach to problem-solving and troubleshooting with a sense of urgency while ensuring a disciplined, balanced, and structured approach.
- Communication – able to communicate and explain technology policies and updates to entire organization via email or other communication methods (Updates, warnings, new systems, or standards, etc.)
- Accountability – take ownerships of issues and follow-up to conclusion.
- Ability to carry out tasks independently but ask questions of management when needed.
- Ability to self-teach, implement, and support new technologies.
- Excellent customer service skills and enjoys being a team player and helping/teaching others.



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- Be main point of contact for MMA's external I.T. helpdesk and support consultant. This position will work in conjunction with the external helpdesk.
- This position is in our St. Louis, MO location. Occasional travel may be required - Mackey Mitchell has offices in Asheville, NC; Lawrence, KS; and Dallas, TX.
- Emergency contact (after hours and weekends) may be required.
- Assist staff by researching and evaluating new hardware and software: ROI, usability, system requirements, etc.
- Maintain/organize data room: servers, switches, cabling, spare parts storage, etc.

Required Qualifications

- High school diploma or high school diploma equivalent
- Four years of desktop support in an enterprise environment, or equivalent combination of education and experience.
- While performing the duties of this job, the employee is regularly required to talk and hear, type and read on a computer.
- While performing field work associated with this position, employee will be required to stand, walk, bend, kneel, stoop, crouch, crawl and carry and/or climb ladders of varying heights. The employee may lift and/or move items over 50 pounds. Specific vision abilities required by this job during field work include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

Preferred Qualifications

- Experience with specific architecture/engineering solutions: Newforma Project Center and Deltek Vision/Vantagepoint.
- SQL script & query creation
- Working knowledge of, or previous support of, Autodesk AutoCAD and Revit (or other BIM application)
- Education or experience in AEC industry

If you are interested in learning more about how we can help you advance in your career please send resume and work portfolio or link to portfolio to kimberly_h@mackeymitchell.com

Mackey Mitchell Architects is a nationally recognized architectural corporation with a small-firm culture and big-firm capabilities. You will find opportunities to join us on our mission to deliver unparalleled service and design experience to our clients. We are committed to supporting career development and promoting life-long learning for all. Our firm is a member of the USGBC, and we strive to bring sustainable design principles into all our projects. Architectural Record has recognized Mackey Mitchell as one of "America's Best Managed Firms."

Mackey Mitchell Architects is an Equal Opportunity Employer. All qualified candidates will receive consideration for employment without regard to race, color, ancestry, national origin, gender, sexual orientation, marital status, religion, age, disability, gender identity, genetic testing results, or military service.