

Technology Support Specialist

SHAKOPEE, MN

Position description

The Technology Support Specialist provides on-site user support for IT, hardware, and software needs in conjunction with the Managed IT provider. This role supports our business by managing IT related vendor relationships, responding to end-user questions, monitoring day-to-day operations, isolating problems, and identifying and implementing solutions/processes. This role also provides installation and upgrades of hardware and software applications that fall outside of our Managed IT services and is a Subject Matter Expert (SME) and trainer to end users of specific software.

Responsibilities

Technical Support

- Understand security issues/concerns and educate end-users on how to protect Greystone's technical environment
- Assists contracted Managed IT provider with basic computer/software/network problems
- Performs computer and equipment purchasing, tracking, set-ups, and maintenance for needs that fall outside of the Managed IT provider
- Provides application support and training to users
- Assist users with computer and monitor adjustments at workstations
- Monitors and maintains security systems in Greystone owned buildings
- Helps with setting up technology at jobsites, such as printers, cameras, computer

Vendor Management

- Manages the contractual obligations for all technology and software services on behalf of Greystone
- Reviews and processes invoices and monthly billings for all technology and software services, such as for the Managed IT vendor, Verizon, fiber internet providers, VoIP providers, Sage ERP, and construction technology vendors

Software SME

- Provides in person and virtual training to users of Greystone software, such as Procore and Sage 300 CRE
- Develops, documents, and assists end-users in executing processes in all technology and software services
- VoIP subject matter expert in the set up and administration of phones and hunt groups
- Keep informed on current technology means, methods and procedures and work with staff to implement procedures to improve production standards

- Oversee all technology applications for the company's field and operations management teams
- Responsible for development and continuous improvement of tools and resources to support project delivery
- Standardize company methodologies and processes
- Answer questions that arise as new technology is rolled out

Relationship Management

- Demonstrates the ability to tactfully handle difficult situations
- Builds long lasting relationships with internal and external customers that are built upon trust and delivering results

Judgment & Decision Making

- Seeks guidance and direction as necessary for performance of duties
- Demonstrates good judgment in investigating problems
- Able to apply sound judgment and problem-solving skills to complex projects

Qualifications

- Two (2)+ year degree in the computer science field and two (2) years of relevant experience or four (4)+ years of relevant experience
- Two (2) years of experience with Microsoft 365 products required
- Experience in Procore, Bluebeam/Adobe, Sage 300 CRE and Smartsheet is preferred
- Solid project management and troubleshooting skills
- Results-orientated with proven ability to organize, plan and prioritize work to meet deadlines
- Excellent verbal, written, and presentation skills; communicates effectively with management, employees, and vendors
- High level of motivation, integrity, and commitment to team and customers

About Greystone

At Greystone, we don't offer jobs. We offer careers. We offer ample opportunity for career advancement, rewarding work, and a family atmosphere. We offer an excellent benefits package to eligible full-time employees, including: competitive wages, 401(k) retirement plans, profit sharing, health insurance with options for Health Savings Account (HSA) and Flexible Spending Account (FSA), dental insurance, short and long term disability insurance, continuous training with a focus on safety, and more.

Greystone is a general contractor based in Shakopee, Minnesota with offices in Bismarck, North Dakota and Spirit Lake, Iowa. We provide design-build and general construction services to the commercial, industrial and agribusiness industries. We have been in business for 34 years and worked in 31 states.

We highly value the safety of all team members on our construction sites. We demonstrate integrity and value quality, collaboration, and client satisfaction. We also aren't afraid to have a little fun. Learn more at www.GreystoneConstruction.com.

How to apply

Send your resume and a message to HR@greystoneconstruction.com with the following information:

1. Which position you are applying for
2. Why you want to join the Greystone team
3. Your relevant skills and experience