



## IT Coordinator

EHDD is a national leader in design, architecture, and sustainability. We are seeking a IT Coordinator to join our firm. The ideal candidate will need to be passionate about joining the design industry and possess a proven track record in exceptional IT support. The position is based in our San Francisco office, and includes support of our smaller office in Seattle as well.

### Job Responsibilities:

- Support our IT Director in providing exceptional IT support to all our staff with a friendly, calm, patient attitude.
- Serve as a Help Desk / Desktop Support primary point of contact. Provides troubleshooting for local and remote hardware, software, and network connectivity.
- Assists in ensuring the overall management and coordination for EHDD's information technology systems, including installation, and maintenance of computer software and hardware and some Systems Administration.
- Assists in providing user education and training and documentation.
- Assist in managing EHDD's intranet site; work closely with users to ensure that it supports EHDD's processes and culture.
- Provides support to EHDD's computer systems
- Provides remote computer technical support for all offices and documents issues
- Supports management of remote access.
- Performs daily network routine procedures: interoffice connectivity state, backup monitoring, e-mail filtering, antivirus updates, etc.

### Qualities

- Bachelor's Degree or equivalent experience, substituting one year of experience for a year of education.
- Five years' experience in the development, installation, and maintenance of information systems.
- Proficient in supporting and deploying standards across desktop operating systems, applications, printers and peripherals. Knowledge of networking protocols and the ability to troubleshoot the basics of connectivity for LAN and WLAN networks.
- Experience with Microsoft 365, Windows Operating Systems, and web conferencing software and hardware.
- Interest in or experience in scripting and automation a plus.
- Enthusiastic about learning and sharing knowledge about new tools, techniques and technology.

EHDD offers an outstanding benefits package including healthcare, 401K match, and vacation. EHDD is proud to be an equal opportunity employer. Please send your resume along with a letter of interest explaining why you'd make a great fit for this position to [HR@ehdd.com](mailto:HR@ehdd.com)