

IT Support Specialist

Introduction/Description:

Intelligent Wellhead Systems (IWS) is currently seeking a Full Time, IT Support individual to join our team in Midland for a hybrid role. IWS is a privately owned technology company backed by Pason Systems that specializes in the development and deployment of proprietary well control systems. Through extensive R&D efforts, IWS has developed the inVision product lines. IWS innovation is the result of our team of multi-disciplined engineers, pressure control experts, software developers, electronic technicians, and partnerships with leading energy companies.

Ideal Candidate:

IWS is looking for an IT Support candidate with 2+ years of IT/Helpdesk, Networking & Security experience to join our team. The ideal candidate will configure and maintain company devices as well as support company employees on any IT related issues. The candidate will work closely with the IT manager to ensure operations are running efficiently.

Key Responsibilities:

Provide technical support for onsite and remotely located staff on various applications, laptop devices, printers, peripherals, AV equipment, VOIP

- Receive and respond to issues requested from end users following up with solutions and/or suggestions

- Setup new users, or reconfigure users following established procedures including hardware installation and application configuration and rollout

- Manage inventory of all hardware (laptops, tablets, peripherals)

- Investigate and resolved any security related issues

- Update applications and coordinate rollouts

- Document new installation, repair procedures and endpoint management

- Participate in all active IT Projects as necessary

- Keep current on all desktop and related technologies

- Perform additional IT related duties as necessary

Qualifications/Experience:

- 2-5 years of IT support experience demonstrating excellent troubleshooting skills on desktop and end user applications
- Great understanding with current technology including but not limited to Windows 10/11, Microsoft 365, Azure, Microsoft Endpoint Manger, Microsoft 365 Security, Teams Administration, Sharepoint, Exchange
- Strong interpersonal, written, and verbal communications skills with ability to work independently or in a team environment
- Security & Networking knowledge would be great asset
- Ability to work in a fast-paced environment

Nice-to-Have Experience:

Position/Work Location: Midland, Texas

Salary: \$60,000.00 - \$75,000.00 per year

Benefits:

- Dental insurance
- Health insurance
- Paid time off
- Vision insurance

Schedule: 8 hour shift Monday thru Friday

Supplemental Pay Types: