

Job Description

IT Support Specialist

GENERAL CONSTRUCTION (GC)

When you join our team, you are in the right place for your career growth and to utilize your talents and potential. We are a full Engineering, Procurement, Construction, and Maintenance (EPCM) company serving clients in Oil & Gas, Mining & Metal, Petrochemical, Power, Civil Infrastructure, Water industries in U.S. and around the world.

Servicing our customers through our diverse business divisions, we offer challenging assignments on some of the world's largest and most complex projects. Our clients value us because they know we could deliver. General Construction is headquartered in Houston, Texas and has opportunities throughout the U.S., Canada, Mexico and China.

General Construction Group is looking for an **IT Support Specialist** for our Houston office. Job duties include but not limited to the following:

Roles & Responsibilities:

- Responsible for the creation and maintenance of all IT accounts, including Active Directory and MS Exchange.
- Provide Audio-Visual support as needed for streaming.
- Must have excellent troubleshooting skills with attention to details (able to think outside the box).
- Proficient with Microsoft Windows 7 and Windows 10. Ability to resolve issues with general applications (like Outlook, Excel, PowerPoint, Adobe, etc.)
- Must have ability to troubleshoot problems in a timely/accurate fashion and provide end user training and assistance when required.
- Monitoring all IT help desk tickets created daily and follows it thru to its completion.
- Ordering and setting up new hardware (laptops and desktops) to new hires.
- Installing, configuring, troubleshooting and maintaining Servers, PCs.
- Maintain all hard copy files and electronic copy files of project documentation.
- Fundamental understanding of networking concepts, protocols, and topologies (TCP/IP, routers, switches, LAN/WAN).
- Must have strong verbal and written communication skills, capable of communicating directly with engineers and administrative staff.

Experience: 3-5+ years of experience of Windows Desktop Support with a strong understanding of software and hardware implementation.

Education: High school diploma or equivalent required. Some college education preferred. Bachelor Degree in Construction Management or Engineering is a plus

Benefits:

General Construction Group offers a selection of competitive lifestyle benefits which could include a 401K plan with company match, pension, medical, dental, vision, life insurance, flexible spending account, disability, paid time off, or flexible work schedule. We support career advancement through professional training and development.

EOE:

General Construction Group is Equal Opportunity Employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, or protected veteran status and will not be discriminated against on the basis of disability.