



Job Announcement: Information Technology Technician

Location: Moscow, ID Office

Northwest Management, Inc. (NMI), a full-service natural resource consulting firm with offices located in Moscow, Idaho, Chewelah, and Hoquiam Washington is seeking a highly motivated, self-directed, results-oriented, and experienced IT Technician. The successful candidate will provide technical support and assistance to end users, maintaining and troubleshooting hardware and software systems, and ensuring the overall functionality of NMI's IT infrastructure. The IT Technician works with the IT Manager to purchase equipment, respond to IT questions from company employees, and support users on how to operate computer equipment. This role requires a strong understanding of computer systems, and networks, and the ability to address technical issues promptly. This position supports day-to-day and long-term services to achieve client, team, and company goals. Communication and innovation to improve project and team efficiencies as well as final-product client value is necessary. This position will additionally work across multiple services throughout the Company to update and improve systems that increase the value of our services.

Duties and Responsibilities:

- Provide IT support to end-users, troubleshooting and resolving hardware, software, and network issues.
- Install, configure, and maintain computer hardware, operating systems, and applications.
- Set up and manage user accounts and permissions.
- Monitor and maintain computer systems and networks.
- Respond to ITS support tickets promptly and escalate issues as needed.
- Keep records and logs of repairs and fixes and maintenance schedule.
- Assist with the implementation of IT projects and initiatives.
- Document IT processes, procedures, and troubleshooting steps.
- Collaborate with team members to improve IT infrastructure and systems.
- Periodically test disaster recovery equipment kits to ensure business continuity.
- Suggest improvements to IT business processes and procedures to enhance efficiency and improve service levels.
- Conduct research, evaluate, and recommend products and services to support project and client requirements.
- Maintain and replace deployed technology and add modern technologies, as necessary.
- Work with software and hardware vendors to request service regarding defective products.
- Assist contracted specialists, technical personnel, or vendors to implement projects, solve problems, and extend the knowledge base.
- Configure, install, move, and change end-user devices, including cabling and connectivity.
- Use time effectively and manage your schedule appropriately to accomplish tasks and projects efficiently.

Qualifications:

- Associate degree or equivalent experience in Information Technology or a related field.
- Proven experience in providing technical support and troubleshooting IT issues.
- Strong knowledge of computer hardware, operating systems, and software applications.
- Familiarity with network protocols, security measures, and basic network troubleshooting.
- Excellent communication and interpersonal skills.
- Two (2) years of practical experience with installation, operation, and maintenance of client systems and services. Two additional years of hands-on experience may be substituted for academic requirements.
- A minimum of two (2) years of direct, hands-on experience in procurement, configuration, deployment, management, and administration of end-user devices.
- Proficiency in using remedy ticketing systems for issue tracking and resolution.
- Strong knowledge of operating systems such as Windows Server and desktop operating systems (e.g., Windows 11, Ubuntu Linux).
- Working knowledge of Active Directory, Group Policy Management, and Computer Management tools. Familiarity with TCP/IP networking protocols and troubleshooting network connectivity issues.
- Previous experience providing IT support to end-users in a professional setting.
- Knowledge of Microsoft Office suite applications (e.g., Word, Excel, Access).
- Understanding of DNS (Domain Name System) configuration and management.
- Solid understanding of computer hardware components and troubleshooting techniques.
- Must possess a valid driver's license.

Additional Desirable Qualifications:

- Experience working with remote sensing data and geospatial data structures.
- Experience working with GIS systems
- Experience with Google Workspaces
- Experience with SQL Databases
- Experience with Ubuntu Linux

Salary and Benefits:

- Competitive salary commensurate with education, qualifications, and experience
- Professional work within a team environment
- Paid holidays, vacation, and sick leave
- Healthcare and Health Reimbursement Plan (HRA)
- Disability and Life Insurance Plan
- 401(k) retirement plan with company contribution
- Professional development training

Closing Date: Until the position is filled.

If interested in this position, please apply to our Careers Email at careers@northwestmanagement.com

Northwest Management, Inc. is an Equal Employment Opportunity employer. We employ without regard to race, color, religion, gender, national origin, veteran status, age, disability, marital status, genetics, or other status protected by law.