

Operations Engineer US - Rhode Island/Texas or Michigan

Why join Kalibrate

For over 25 years, Kalibrate have been staying ahead of the curve in the fast-moving world of fuel and convenience retail. We were the first to use the power of data for making better decisions and today our artificial intelligence & machine learning solutions have turned data into a smart, actionable tools. With over 300 clients in 70 countries, in mature and emerging markets, for clients large and small, our strategy and technology solutions empower fuel and convenience retailers around the globe to achieve greater value and success on their own terms. It's an exciting time to join us as we have ambitious plans to grow over the next 5 years.

Role purpose

You will be a primary point of contact for users and customers seeking help and guidance on all things IT. You will be the queue prodigy ensuring IT support requests are kept up to date and to varying degrees do projects across the whole estate. You will be part of a forward-thinking team with plenty of technical expertise and will support our cross functional teams in all regions, acting as the primary contact for all requests. You will be confident learning and understanding our existing hardware and software and empowered to improve on them.

Who we're looking for

We are looking for an enthusiastic Operations Engineer that has a genuine passion for technology. The Operations Engineer role opens the opportunity to learn whilst working with an experienced team. This role will suit anyone with a support background. The successful candidate will work directly within our Operations team and will give you an opportunity to learn new skills and areas of technology. We strongly believe in the importance of good communication and value teamwork. You'll take an interest in technologies, you don't need to be an expert of everything IT, but neither should you be afraid of learning something new.

What you'll be doing

	Responsibilities
Service Delivery	<ul style="list-style-type: none"> • Troubleshooting and resolving IT issues within SLA's and escalating issues as needed. • Configuring and managing deployments and updates to end-user devices. • Improving our services, or helping us deliver new ones. • Setting up and configuring new user equipment. • Creating and managing accounts in Office365. • Onboarding and training new users. • Offboarding users and removing access. • Creating and maintaining user guides and documentation. • Developing and maintaining 3rd party relationships. • Proactively monitoring and managing alerts relating to our platforms and services • Working closing with stakeholders to provide guidance, knowledge and support of any project commitments and environments. • Partaking in infrastructure patching and backup solutions for the cloud estate. • Ensuring our core business hours are supported to ensure the availability of services.
Security	<ul style="list-style-type: none"> • Adhering to security policies and practices to ensure the security and protection of our cloud environments. • Ensuring governance and compliance of our data and services are met.
Self-Improvement	<ul style="list-style-type: none"> • Furthering yourself by growing your skills and improving your craft.

Kalibrate values

Lead the way

- You will drive technical excellence and push things forward for all users.

Empower others

- By sharing your skills and knowledge, you will empower users to become more self-sufficient.

Challenge convention

- You will engage in steering the technical direction of our services and helping improve our users abilities.

Be genuine

- You will translate your passion for technology and success into delivering quality support and showing accountability for how and when it gets delivered.

Key skills and attributes

Essential

- Microsoft Active Directory
- Office365 account management
- Application/desktop support experience
- Workstation and laptop hardware setups in Windows (Mac desirable)
- Printers/Copiers
- 2+ years' experience in a support capacity

Desirable

- Windows Server support/administration
- Microsoft Azure, InTune, Recovery Vaults, Virtual Machines
- JIRA, Confluence and SharePoint administration
- Networking
- Powershell
- Audio Visual / conferencing equipment

Attributes

- Strong problem solving and fault diagnosing skills particularly on Windows desktops and applications.
- A positive attitude 'can do', collaborative approach and proactive in seeking solutions
- Excellent organisation skills ability to plan and organise work so that it is efficient and effective
- Work as a team with minimal supervision
- Ability to manage priorities and time management to deliver on time

- Desire to learn fast and challenge yourself. Love the idea of working in a fast-paced environment
- Strong face to face and over the phone communication skills