



04 February 2022

POSITION: INFORMATION TECHNOLOGY GENERALIST

COMPANY OVERVIEW: Tigerbrain Engineering, Inc. is a global reach civil engineering design firm primarily serving the U.S. Department of Defense. Our team provides Air Base and Intermodal Infrastructure design services throughout the U.S., Europe, Middle East, Asia, Africa, and the Caribbean; emerging markets are in India and Australia. Tigerbrain maintains an impeccable reputation for quality, and employs those looking to execute projects to the fullest extent. The Company engages in all aspects from field investigations, designs, research, and construction inspection. Projects include military airfields, container handling, and sea ports.

We reward employees accordingly with competitive pay, generous PTO and holidays, and 100% paid health insurance including dependents and family. Performance bonuses are awarded based upon consistently executing projects (plans, specifications, and design reports) correctly and on schedule. The position is based in Oviedo, Florida (Orlando metro area). Relocation costs will be covered by the Company.

ESSENTIAL DUTIES & RESPONSIBILITIES

The successful candidate will hold responsibilities for delivering support for users with technical day-to-day issues and overall IT operations. The IT Generalist will utilize hands on as well as remote monitoring and management (RMM) tools to diagnose and resolve a range of software, hardware, and connectivity issues. This position requires strong attention to detail and creative problem solving. This person will report to the IT Systems Administrator and Security Officer.

- Assist in planning, preparation and implementation of hardware and software requirements for the company
- Resolve user issues and provide day-to-day support for hardware and software
- Assemble and configure new hardware as required
- Monitor, diagnose, and resolve various local and remote network issues as they arise
- Use Active Directory to Manage computer and end-user accounts as required
- Assist with Windows, Linux server management
- Assist managing DHCP, DNS, Window Active Directory, and the LAN/WAN
- Configure, monitor, and maintain email, spam filter, and virus protection applications
- Manage and track all software licenses to ensure compliance
- Other duties as assigned

REQUIREMENTS & QUALIFICATIONS

- Due to the other types of projects in the Company, all candidates must be a U.S. citizen and capable of passing U.S. security background check, including driver's license checks. U.S. military contract requirements do not allow dual-citizenship and non-U.S. citizens
- Strong proficiency with building, installing, and repairing computer hardware

- Strong proficiency with Windows 10, Microsoft Office (Word, Excel and PowerPoint versions 2010 or newer)
- Strong understanding of Windows and Linux servers, DHCP, DNS, Windows Active Directory
- Strong verbal and written communication and listening/interpersonal skills
- Strong organizational and follow up skills
- Strong record keeping
- Basic understanding of LAN/WAN/WWAN
- Must be detail oriented and be able to multi-task
- Ability to meet deadlines
- Ability to speak professionally and clearly with clients, government officials on phone and in person
- Availability to travel domestically and globally
- Permanent position in a fast paced engineering firm with friendly work environment and staff
- Drug-free, alcohol-free, and tobacco-free workplace

EDUCATION & EXPERIENCE

- A bachelor's degree is preferred
- Course work in Project Management, Network Information Systems, Information Systems Analysis, Entrepreneurial Information Technology Design, Strategic Communication, Ethical and Professional Conduct, Computer Architecture, Computer Networking Lab, Computer Security, Advanced Computer Networks, and Advanced Computer Security preferred
- Military background a plus
- Experience in cyber security a plus
- Security clearance a plus

BENEFITS:

- Competitive pay commensurate with experience
- 15 days PTO, 12 1/2 paid holidays
- Life insurance policy provided by employer
- 401(k) with employer matching up to 3% and Safe Harbor Plan additional 3%
- Full health insurance coverage paid by employer, includes medical, dental, and vision
- Employer funded Health Reimbursement Card (HRA)
- Additional traveler's health insurance based upon country of travel
- Company sponsors travel logistics, lodging, passport, business visas, travel vaccinations, safety and security training, and other site-specific needs, and Federal per diem provided as needed per project

Tigerbrain Engineering, Inc. is an equal opportunity employer.