

## IT Support Specialist

### Description

The Operations team works across the entire global Tomorrow organization to help all business units achieve their goals. We work with Tomorrow stakeholders and leadership to design and implement our operating plan, and to measure and track progress against our goals. We're looking for an IT Support Specialist! This is an opportunity to own all IT-related tasks and projects for the US, and coordinate with our Israel IT/Sec Manager on company-wide IT projects and initiatives. We are a company that takes IT seriously, so this role is high impact and high visibility! In this role you will be able to design and implement policies and systems that you think will best protect the interests of Tomorrow.io What you'll do: Administration of all operating systems and applications including but not limited to Google Workspace, Okta, Microsoft Office and Zoom. Onboarding and offboarding new users, setting up accounts and workstations. First-line support for all security issues, support remote sites and manage escalations as needed, troubleshooting and resolving system problems. Managing the company's laptops, devices, and network in the US – ensuring all protected with the right tools and best practices (firewall, antivirus, etc) Acting in alignment with user needs and system functionality consistent with organizational policy. Identifying problematic areas and implementing strategic solutions Auditing systems and assess their outcomes. Providing general servicing and proactive maintenance of hardware Troubleshooting and supporting software applications, audio visual and video conference systems Providing IT familiarization sessions with new recruits Maintaining stock levels, purchasing, and asset tagging for IT equipment Monitoring performance and maintaining systems according to requirements Troubleshooting issues and outages Ensuring security through access controls, backups and firewalls What you bring: Relevant experience in an IT Support role Bachelor's Degree or Associate's Degree Familiarity with various operating systems and platforms and managing SaaS applications Strong customer service skills and the ability to work as a member of a team Exceptional knowledge of technical management, information analysis and computer hardware/software systems Experience with MDM and remote management Familiarity with cloud provider like AWS, GCP, Azure Attention to details, proactivity, adaptability and enthusiasm. So if your passion is to make a huge difference in an IT cross organization role – this team is for you! If you have reached this point and you are super excited but not sure you check all the boxes – we still want to speak with you! Your passion is priceless. Other things can be learned. This position requires access to technology that is controlled under U.S. export control laws and regulations. Accordingly, this position is restricted to U.S. citizens, permanent residents and protected individuals unless and until any required licenses are obtained. Tomorrow.io is proud to be an Equal Employment Opportunity and Affirmative Action employer. We do not discriminate based upon race, religion, color, national origin, sex (including pregnancy, childbirth, or related medical conditions), sexual orientation, gender, gender identity, gender expression, transgender status, sexual stereotypes, age, status as a protected veteran, status as an individual with a disability, or other applicable legally protected characteristics. Tomorrow.io participates in the E-Verify program in all US states, as required by law. At Tomorrow.io we have established a workplace culture that values fairness and equal opportunities and we believe it is crucial for fostering a positive and productive environment. Regularly reviewing and adjusting pay practices to align with legitimate drivers of pay, such as job level, geographic location, and performance, demonstrates a commitment to maintaining equity within the organization. This commitment to ongoing assessment and improvement is key to creating a workplace that is not only diverse and inclusive but also fair and just. Anticipated salary range for this role is \$80k-\$120k subject to

### Hiring organization

Tomorrow.io

### Job Location

Golden, Colorado, United States

### Base Salary

\$ 70000 - \$ 150000

### Date posted

April 30, 2024

Apply Now

local market and candidates skills and experience. Comprehensive health benefits, unlimited paid time off and other benefits included. Relocation assistance may be offered/available for certain roles. Tomorrow.io is committed to providing reasonable accommodations for candidates with disabilities in our recruiting process. If you need any assistance or accommodations due to a disability, please let us know at [jobs@tomorrow.io](mailto:jobs@tomorrow.io)

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About Tomorrow.io: Tomorrow.io is helping Countries, Businesses and Individuals better manage their Climate Security Challenges. Fully customizable to any industry impacted by the weather, customers around the world including Uber, Delta, Ford, National Grid and more use Tomorrow.io to dramatically improve operational efficiency. Tomorrow.io was built from the ground up to help teams predict the business impact of weather, streamline team communication and action plans, improve productivity, and optimize profit margins. Space: In case you have not heard, we are also going to space with our Operation Tomorrow Space initiative. We are building the first-of-its-kind proprietary satellites equipped with radar, and launching them into space to improve weather forecasting technology for everyone on Earth. Ethos: Our ethos guides us in everything we do – The people of Tomorrow are here to make an impact, they show true grit, and always put people first. How we roll: We believe that magic happens when people work together. The People of Tomorrow take ownership with a bias for action. We believe in transparency and directness, putting work before ego, and empathy. The People of Tomorrow have a can-do attitude, are resilient, and curious. They are growth oriented, value people striving to be experts, and love to have fun. Here, your success is achieved by your impact and deliveries and not by the hours you put in. We have flexible hours and unlimited vacation days policy. The People of Tomorrow show empathy, mutual respect and work as one diverse team. We grow fast and move faster but we always see people first. Each person has their own career growth path for we believe that the only way for the company to grow is if you grow. Please mention the word **\*\*ACHIEVIBLE\*\*** and tag `RMjYwMDoxOTAwOjIwMDA6OTM6OjE6ZDAw` when applying to show you read the job post completely (`#RMjYwMDoxOTAwOjIwMDA6OTM6OjE6ZDAw`). This is a beta feature to avoid spam applicants. Companies can search these words to find applicants that read this and see they're human.

## Contacts

Job listing via RemoteOK.com