

## IT Help Desk Technician

Lacey, Washington

Are you an IT aficionado with a passion for solving technical problems for your coworkers? Is multitasking second nature to you? If community involvement, virtual happy hours, and post-COVID company-wide campouts sound like home to you, then we need you on our team!

### Who we are

SCJ Alliance is a 100% employee-owned company with the mission to serve our clients, communities, and each other with creativity, knowledge, insight, and perspective. With great projects and a fun-loving team, our firm has been named as both one of the nation's fastest growing and best places to work in recent years. We specialize in civil engineering, transportation planning & design, environmental & urban planning, landscape architecture & design, and public outreach. Our mantra "Anticipate. Envision. Create" captures our work environment and project approach.

### What you'll be doing

- **Support.** We are looking for someone with excellent customer service skills, including the ability to communicate complex technical concepts in an easy-to-understand manner. You will serve as the first level of support for our staff across multiple offices, with a highly skilled IT team behind you. Technology can be frustrating when it doesn't work. But when we make it work, our coworkers can serve our clients more efficiently and go home with a little less stress in their lives.
- **Problem solving.** Working part time from home, part time from our Lacey office, you'll spend most of your day troubleshooting IT software and equipment such as PCs, printers, and other end user devices. You'll also be debugging and troubleshooting routine and non-routine problems, so an understanding of basic computer/network concepts is a must.
- **Documentation.** Tracking and documenting the status of inquiries, coordinating appropriate response, and following up with our staff will also be an important part of your daily routine.

### What you bring

- A passion for serving others, communication, creativity, and a commitment to high-quality work. Strong problem-solving and analytical skills.
- Attention to detail and a knack for organization.
- An ability to search. Many problems are solved by finding others on the internet who have encountered them first. Reading forums, release notes, and internal SCJ documentation is a critical capability. Possible solutions should be thoughtfully assessed before application.
- A drive to learn new systems and processes, on your own, with the team, or through training programs.
- High school diploma or equivalent required. 2+ years providing customer service and support desired.

### What we bring

- [An unbeatable culture!](#) Firm-wide campouts, [mugshots](#), gold-medal [costume competitions](#)...you'll love coming to work.
- [Quality projects.](#) We pursue work that improves communities, challenges us, and makes a difference.
- [Community involvement opportunities](#) and a charitable matching program.
- Retirement benefits: 401(k) & employee stock ownership plans.
- Paid time off.
- Health and other insurance plans tailored to your needs.

Visit [scjalliance.com/careers](https://scjalliance.com/careers) to apply.