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January 2024

IT Field Tech II

TowHaul, a leading manufacturer of off-road mining equipment, is currently seeking an IT Field Tech II to deliver help to system users by responding to client queries, solving technical problems, and retaining an organizational network, software and computer peripherals.

Salary: DOE

RESPONSIBILITIES (include but are not limited to)

- Create and maintain virtual and physical server environments.
- Perform file level restores from Veeam backup solution.
- Assist end user with ERP issues. Discover ways to improve how users' input, or system outputs useful information.
- Receive and respond to incoming calls and e-mails regarding desktop problems.
- Collaborate with Cyber team to eliminate vulnerabilities.
- Work with other teams to ensure all IT equipment onsite is working as designed.
- Manage hardware fleet of PC, laptops, cell phones or any other items.
- Perform on-site analysis, diagnosis, and resolution of simple/midrange desktop problems for end-users, recommend and implement corrective solutions, including off-site repair for remote users as needed.
- Ensure efficient operation of the company's computing environment.
- Accurately document instances of desktop equipment or component failure, repair, installation, and removal.
- Work with third-party support and equipment vendors as needed.

REQUIRED SKILLS

- Excellent technical knowledge of PC, laptop, and desktop hardware.
- Strong customer-service experience and skills.
- Effective interpersonal skills and relationship-building skills.
- Strong written and oral communication skills with ability to present ideas in user-friendly language.
- Analytical and problem-solving abilities, with keen attention to detail.
- Troubleshoot server hardware and software issues.
- Hands-on desktop systems troubleshooting experience.
- Working technical knowledge of current protocols, operating systems, and standards.
- Able to read and understand technical manuals and procedural documentation.
- Ability to operate without direct supervision onsite.



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- Self-motivated and directed, with the ability to effectively prioritize and execute tasks in a high-pressure environment.
- Experience working in a team-oriented, collaborative environment.

EXPERIENCE AND EDUCATION

- Bachelor's degree or Associate degree with 3+ years of experience in an Information Technology.
- A+ Certification Preferred.
- VMWare VTCA preferred
- Microsoft certification, ITIL certification or related experience required.
- 2 or more years work with VMWare, and Windows Server administration
- 2 or more years in end user support
- Experience with Epicor / Kinetic ERP system is preferred, but not required.
- Manufacturing knowledge or experience a plus

SUCCESS FACTORS

- Customer Focus
- Drive for Results
- Functional/Technical Skills
- Personal Learning
- Planning

PHYSICAL DEMANDS AND WORK ENVIRONMENT

The physical demands and work environment described here are typical, however not intended to be all-inclusive and are subject to change per the environment. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions for the position.

Required to sit and stand at workstation.

EXPECTATIONS

All employees are expected to interact with other members of the organization in a professional and respectful manner, with the goal of producing on-time and high-quality work being the highest priority. All employees must maintain excellent communication with supervisors and engineers and a professional attitude and approach to issues within the company.

We are a drug free workplace and require pre-employment testing.



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BENEFITS OF EMPLOYMENT

In addition to excellent career growth opportunities, Federal Signal Corporation offers a wide array of benefits including: bonus potential, insurance (life, medical, dental, vision), paid holidays, paid vacation, and 401(k) with matching contributions. We provide our employees with a smoke-free, drug-free workplace.

ABOUT US

For over 40 years, TowHaul has been dedicated to designing and manufacturing the most reliable, efficient, and adaptable off-road equipment in the mineral extraction industry. Driven by customer need, we have created custom solutions for towing and hauling in the most extreme conditions on Earth. From the Australian Outback to the Arctic Circle, TowHaul creates products that meet and exceed our customers' towing and hauling needs. For more information visit www.towhaul.com

We are a "Solution Driven" manufacturer for the mining industry. At Ground Force Worldwide we design, engineer and manufacture the World's Finest Mine Support Equipment. We offer a diverse product line for surface & underground mining and have trucks working in over 60+ countries worldwide. We have been providing our customers and dealers with custom solutions for over 30 years. Our history of innovation and strong customer relationships around the world prove us a World Leader in our industry. For more information, visit www.gfworldwide.com.

Federal Signal Corporation (NYSE: FSS) provides products and services to protect people and our planet. Founded in 1901, Federal Signal is a leading global designer and manufacturer of products and total solutions that serve municipal, governmental, industrial and commercial customers. Headquartered in Oak Brook, IL, with manufacturing facilities worldwide, the Company operates two groups: Environmental Solutions and Safety and Security Systems. For more information on Federal Signal, visit: www.federalsignal.com.

The Company is an equal opportunity employer. Qualified applicants will not be discriminated against on the basis of, and will receive consideration for employment without regard to, race, color, religion, national origin, sex, sexual orientation, gender identity, age, disability, genetic information, status as a protected veteran, or any other protected category, characteristic, or trait under applicable law. If you require reasonable accommodation in the application process, call Human Resources at 630-954-2000. All other applications must be submitted online.