

## Renovia Job Profile

<b>Role/Title:</b> IT Support Specialist	<b>Department:</b> IT	<b>Location:</b> Indianapolis, IN
<b>Reports To:</b> Director of Technology	<b>Date:</b> November 7, 2018	
<p><b><u>Company Overview</u></b></p> <p>Renovia is in the construction field with a concentrated focus on coatings and repairs.</p> <p>Our passion lies in building relationships with customers to solve their problems. All projects begin with a foundation of respect and trust, which we embrace as an opportunity to prove our reliability and expertise. Success is measured in our ability to consistently deliver timely, professional, quality work that allows us to continue strengthening these relationships.</p> <p>At Renovia, our painting expertise is the framework of our business, yet our goals are greater. We're dedicated to improving lives by providing lasting, positive impact in the communities we serve.</p> <p>For further information on Renovia, check us out online at <a href="http://www.renovia.com">www.renovia.com</a>          To apply for this position, please email your resume' to Mike Lantz at <a href="mailto:mlantz@renovia.com">mlantz@renovia.com</a></p>		
<p><b><u>Job Summary</u></b></p> <p>The IT Support Specialist is responsible and accountable for planning, managing, implementing, and adopting short-term IT projects that move the business forward and position Renovia as a thought leader within the industry. In addition to these projects, the IT Support Specialist creates and adheres to the IT budget, designs solutions for complex issues, maintains and improves company infrastructure (i.e. phones, computers, internet, technology stack, and building security), adheres to strict guidelines for data and cloud-based security, supports Renovia staff with Help Desk enhancements and issues, and provides end-user training.</p>		
<p><b><u>Job Responsibilities</u></b></p> <ol style="list-style-type: none"> <li>1. Provide equipment, ticket and employee onboarding IT support to ensure all business needs are met across all geographic locations (75%)</li> <li>2. Prioritize and coordinate resources with executives to ensure all projects are delivered on-time, within scope, and within budget (25%)</li> <li>3. Drive adoption of cloud based and off-the-shelf technologies and implement approved workflows across the business</li> <li>4. Oversee all technology operations and evaluates them according to established goals</li> <li>5. Train internal users on how to efficiently and effectively use Renovia's technology stack</li> <li>6. Provide leadership with thought provoking data and deeper insights into the business</li> </ol>		
<p><b><u>Competencies/Skills Required</u></b></p> <ol style="list-style-type: none"> <li>1. <u>Creative &amp; Innovative Thinking/Problem Solving</u> <ul style="list-style-type: none"> <li>● Research new hardware, software, and cloud-based solutions</li> <li>● Find efficiencies within current technology stack to create new workflows and processes that save time and create compliancy</li> <li>● Support plans for future infrastructure requirements as Renovia continues to grow</li> </ul> </li> </ol>		

2. Accountability & Dependability

- Ensure company and customer data is securely managed and protected
- Resolve technical issues and enhancements within a 90-day window
- Maintain infrastructure (internet, phones, computers, software, technology stack) to ensure employees are fully supported and not being hindered by downtime

3. Development & Continual Learning

- Engage in announcements and webinars relating to our technology stack (Salesforce, FinancialForce, Clari, Octiv, Formstack, Microsoft, Pardot, and Box)
- Participate as time permits in Salesforce Trailhead and Salesforce Accelerator training opportunities to ensure Renovia is gaining maximum utilization out of our technology stack

4. Gaining Voluntary Compliance

- Create workflow enhancements and efficiencies for employees, so they don't have to focus on administrative and data entry portions of their jobs
- Enforce IT Request Ticket process to ensure company-wide requests are being dealt with in the correct order of urgency
- Support validation rules and processes within Formstack and Salesforce to ensure data is captured consistently for Estimating, Sales, and Project Managers

5. Consultation, Training & Presenting Information

- Partner with vendors to identify and resolve complex or sensitive issues
- Formally deliver training for new processes within each division of Renovia
- Provide continuous, clear and easy-to-follow instructions on new processes

6. Managing Projects or Programs

- Prioritize, structure and direct work on projects and programs
- Utilize vendors to ensure large scale projects are completed in a timely manner

7. Technology Alignment

- Support the direction and performance of Renovia's technology stack for employees
- Notify company when technology issues arise and report resolution status

**Education/Knowledge/Requirements**

- Bachelor's Degree
- Preferred understanding of the following systems: Microsoft Office 365, Salesforce and basic hardware knowledge