

IT Support Analyst

Goodnight Midstream provides professional fluids management services to oil and gas producers. The Company owns and operates an extensive network of water gathering pipelines and salt water disposal wells focused on gathering and disposing of produced saltwater. Goodnight's midstream approach minimizes environmental impact and improves health and safety while lowering lease operating expense and improving reliability for our customers.

Job Summary: This exempt-level position will report directly to the Senior Manager of IT, and will provide first-line, multifaceted IT support, across the organization. The IT Support Analyst will implement and assist in managing both hardware and software solutions. This position will monitor and ensure that the infrastructure operates optimally and meets current and future business needs.

Responsibilities

Desktop Support

- Provide first line response for users requiring assistance with IT issues via telephone, support queues, remotely, and face to face.
- Troubleshoot all types of technical inquiries, service requests and issues involving computers, network, smartphones / tablets, enterprise applications / systems, etc.
- Coordinate deployment and recovery of desktops, laptops and ordering of IT equipment and peripherals.
- Manage workstation lifecycle process for asset depreciation and manufacturer model changes.
- Maintain inventory records and stock levels of all workstation assets and accessories.
- Maintain pre-deployment builds of workstation assets

Network Support

- Ensure network connectivity of all workstations, servers, etc.
- Maintain inventory records and stock levels of all network assets.
- Maintain pre-deployment builds of specified network assets.
- Assist in system maintenance such as systems patch deployment.
- Assist in other projects and initiatives, as required.

Education and Experience:

Bachelor's degree in a technical discipline is strongly preferred; 3 to 5 years of work experience is required; or equivalent combination of education and experience will be considered.

The candidate should have a working knowledge of various software applications including but not limited to Office 365 Suite, Web Browsers, Email and Antivirus clients with strong skills supporting Windows operating systems. Candidate should be highly skilled in the following areas: problem solving, task prioritization, high touch customer service, active listening, verbal and written communications.

The ideal candidate should have experience in basic Office 365 user management, basic Active Directory user management, basic network troubleshooting. Advanced hands-on Windows 10 experience including but not limited to managing Windows 10 in an Azure environment, malware and root kit removal, systems imaging, desktop and laptop hardware, disk encryption management, and basic AV experience.

Working Environment/Physical Requirements:

Working conditions are normal for an office environment, plus some work in outdoor environments requiring safety procedures and exposure to varying weather conditions. This position must be able to move around the office up to 50% of the time; Position remains stationary at least 50% of the time; When doing occasional office build outs or system upgrades, might be required to move around up to 100% of the time; This position constantly operates, and frequently inspects and positions, computers and other office productivity machines (e.g., scanner, copier, printer, etc); Maintains/troubleshoots computers underneath desks, up to 15% of the time; Frequently lifts and moves computer equipment weighing up to

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20 lbs; Occasionally moves computer/server equipment weighing up to 50 lbs; This position requires frequent communication and exchange of information verbally and in writing.

This position will require some (up to 10%) overnight travel to our remote locations, within the US. Responsibilities may require evening and weekend work in response to needs of the systems and users being supported.