



Open Position Available

HELPDESK ADMINISTRATOR

BOULDER, COLORADO

COMPANY OVERVIEW

Founded in 1956, JVA, Inc. is a Structural, Civil, and Environmental engineering firm with offices in the downtown communities of Boulder, Fort Collins, Winter Park, Glenwood Springs, and Denver, Colorado. We specialize in civil, infrastructure, environmental, water/ wastewater engineering, structural and historic preservation for public and private entities across the state.

We pride ourselves on our [company values](#), here are a few that truly make us a unique, collaborative engineering firm:

- **Caring Company:** Support co-workers, clients, families, and community. Maintain excellent relationships with co-workers and clients.
- **Integrity:** JVA demonstrates honest, respectful and ethical behavior with both employees and clients.
- **Respect:** Foster a culture of respect, collaboration, diversity, and accountability internally and with clients.
- **Employee Retention:** Hire and retain outstanding individuals for the long term. Professional and personal development of individuals is key to retention by providing mentorship, peer advisement, annual reviews and career planning while maintaining a rich social atmosphere.
- **Innovative:** Provide education, up-to-date technology, and tools to keep JVA on the leading edge of our industry.

Our Administrative department offers highly skilled, friendly, and agile team of innovative thinkers who go above and beyond.

JOB SUMMARY

Support the Admin team in providing IT assistance and troubleshooting to JVA staff. Oversight of Helpdesk Technicians and daily Helpdesk support. Provide hardware and software training for individuals and shared spaces.

EXAMPLE RESPONSIBILITIES & ACTIVITIES

- Sort and prioritize daily influx of support requests
- Install and maintain new/existing hardware and software
- Train end users in use of software and equipment, including conference rooms
- Assist in writing documentation and management of knowledge base
- Create writing and end-user documentation

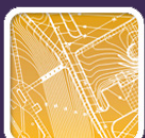


Underrepresented individuals are encouraged to apply.

JVA is legally required to verify all new hires with E-Verify.



STRUCTURAL



CIVIL



ENVIRONMENTAL

TO APPLY, EMAIL YOUR RESUME AND COVER LETTER TO CAREERS@JVAJVA.COM

JVA, Inc. 1319 Spruce Street, Boulder, CO 80302
303.444.1951 | www.JVAJVA.com

REQUIRED COMPETENCIES

- **Degree and Credential Requirements:** NONE! We value candidates who can demonstrate capability and articulate how prior experiences will help them contribute.
- **Professional Communicator:** Maintain composure while trouble shooting and problem-solving technical issues.
- **Travel:** Travel between five JVA office locations in Colorado to provide in-person technical support and maintenance on a weekly-basis.
- **Adaptable:** Comfortable quickly adjusting priorities to meet tight deadlines.
- **Active Listening:** Give full attention to what other people are saying, take time to understand the points being made, ask questions as appropriate, and not interrupt at inappropriate times.

PREFERRED COMPETENCIES

- **Responsive:** Ensure integrity of the Helpdesk system by tracking unresolved issues and responding timely and accurately in order to effectively maintain positive staff relationships.
- **Prioritize and Pivot Effectively:** Produce high quality results while balancing work on a variety of projects and priorities in order to ensure continuity of operations and solve problems at different levels, urgency and timeframes.
- **Active Learning:** Understanding the implications of new information for both current and future problem-solving and decision-making.
- **Problem Solve:** Support others and provide solutions to keep teammates working efficiently.
- **Initiative:** Think ahead and find ways to improve internal system efficiencies and automate processes. Ability to learn, study, and obtain technical certifications.

JOB DETAILS

- Reports To: IT Director
- Location: Boulder
- Salary Range: \$60,000 - \$70,000
- Benefits: Full-time employees may participate in a comprehensive benefits program that includes:
 - Annual Salary Raises
 - Bonuses
 - Medical and Dental Insurance
 - Parental Leave
 - Life Insurance
 - Short- and Long-Term Disability, and Long-Term Care Insurance
 - Flexible Spending Account
 - 401K Plan
 - Stock Bonus Plan
 - RTD EcoPass (Boulder and Denver Locations)
- Application: Please submit resume to: careers@jvajva.com

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