

Are you looking for an exciting career in Defense and Aerospace? TREALITY® Simulation Visual Systems welcomes people who share our determination and high standards to join us in doing work that moves the world forward and saves lives. TREALITY® SVS has a diverse culture that celebrates autonomy and inspires leadership at every level of our organization.

TREALITY® SVS is looking for a IT Helpdesk Associate to join our team and make a difference.

The IT Helpdesk Associate will assure business continuity by supporting, deploying and maintaining PC's, back office applications, business applications and related IT systems and servers. Work with IT Manager and Senior leadership to improve business processes and capabilities utilizing IT services. Maintain and increase the level of security in accordance with NIST 800-171/ISO 27001. Create and Maintain Systems Documentation and utilize Ticket system for tasks and change management.

Main Accountabilites:

1. Primary Functions:

- Ensure the operational IT infrastructure runs smoothly and according to service levels as agreed upon with the business users.
 - Create and Maintain systems documentation and end user instruction.
 - Participate in the realization and implementation of optimizations (updates/upgrades) of this IT infrastructure.
 - Participate in projects toward selected new IT solutions that are being installed in the IT infrastructure landscape.
 - Participate in cyber security projects/audits related to DFARS, NIST 800-171, ITAR, FAR, ISO27001 etc.
 - Work together and communicate with the other ICT administrators in US and Europe.
 - Be the local support for the site where you are working.
2. Investigate problems in search for the root cause and the solution(s).
 3. Responsible for monitoring and evaluating the availability, capacity and performance of the systems and applications.
 4. Watchdog: Be alert for and aware of non-optimal business or system processes, lack of integration and sub-optimization. Identify and expose them; create awareness and inform concerned departments or users & provide improvement suggestions to the systems- and application responsible.
 5. Administrate Active Directory and Intune/Azure/Entra.
 6. Support and Manage IT projects from inception to end to increase organizations capabilities and lower TCO.

7. Responsible for and monitoring the network, desktop environment, servers, security components, directory services, applications ... and creating and maintaining the operations procedures.
8. Monitor and troubleshoot site to site links to ensure full uptime for services provided by other locations and remote employees.
9. Further align current policies and create new policies to maintain NIST 800-171 standards and keep in line with DFARS and assist in moving toward ISO 27001

Qualifications:

1. Excellent client Troubleshooting skills and resolution
2. Awareness of Hypervisor technologies, like Hyper-V, VMWare, Proxmox
3. Good time management and ability to complete projects in scope.
4. O365 Suite and OneDrive
5. Server and storage management, including backup & disaster recovery.
6. Basic network understanding and troubleshooting skills.
7. Knowledge of DFARS, NIST 800-171, ITAR, FAR, Sox, ...requirements and solutions.
8. Cloud skills: Azure AD/Entra, Intune (or SCCM).
9. Administrate SharePoint Online environment.
10. Translate requirements into solutions and build them.
11. Write documentation for existing and new configurations, create procedures and train people on these procedures.
12. Must be a US Person.

Education:

- Associate's degree in Information Technology / Engineering or equivalent combination of experience and education.

Experience:

- Experience within the IT infrastructure landscape with emphasis Windows Client Troubleshooting.
- Working knowledge of networking fundamentals.

Competencies:

- Good analytics and problem solving skills.
- Impose high quality standards for yourself.
- Independent worker with initiative.
- Synthesis of complex data.
- Organization awareness.
- Effective communication skills in English, both verbally and written, with superiors, colleagues, and individuals inside and outside the company.
- Independent worker with initiative.

- Solution minded and driven personality.
- Eager to be technically challenged and follow new IT trends.
- Stress tolerance, ability to work under time constrained situations .
- Approachability, Directing and motivating others, Interpersonal skills, Managerial courage.
- Knowledge of the following application technologies or services a plus: Exchange, Teams, OneDrive, SharePoint, MS Office, Scripting (Powershell) and System Center Configuration Manager or Intune, OSTicket.
- Knowledge of networking a plus, and more specific: Fortigate, Aruba, Cisco, Extreme, Packetfence.
- Cloud: Office 365, Azure components.
- Knowledge of Linux is a plus.