

**About H+K**

H+K International is a leading global supplier of stainless-steel kitchen equipment to the foodservice industry with a long-established reputation for quality products, precision manufacturing, and exceptional customer service. H+K delivers flexible, value-driven restaurant equipment solutions to major customers in North America, Latin America, Europe, Australia, and Asia.

**Summary**

This Engineer would work as a member of the IT Support team in Mesquite Dallas supporting all installed Systems and Infrastructure (front end to back end systems) and also assisting the support staff in dealing with end user issues (hardware and software). This role requires knowledge and experience of operating systems maintenance, backups, patching, upgrades etc. as well as the ability to troubleshoot and problem solve.

**Essential Functions**

- Work as member of the IT Support team in Mesquite Dallas, reporting to the IT Team lead.
- Manage and monitor all installed systems and infrastructure. (e.g. - VPN, internet, Telephone system, emails services etc.) in line with company guidelines/SOP (standard operating procedure), ensuring are always operational and solve any issues by liaising with vendors and other team members, as necessary.
- Install, configure, test, and maintain operating systems, ensuring standard applications are installed and kept up to date with patches on all endpoints.
- Proactively ensure the highest levels of systems and infrastructure availability.
- Management of cell phones, scan guns, printers, and Active Directory objects (users, computers, groups, group membership) within active directory.
- Ensure compliance with operational security, backup, and redundancy procedures.
- Maintain all Windows Servers OS, O365 Applications, all 3rd party software is kept up to date with latest patches addressing all known security vulnerabilities.
- Assist in maintaining software licensing & renewals.
- Assist in procuring purchase IT hardware and software for all users.
- Make sure all servers are backed up and check Veeam logs daily making sure all jobs run successfully.
- Ensure desktop and laptop repairs, Helpdesk tickets including ERP applications support are dealt with in a timely manner.



## **Job Description IT System Support II**

- Liaise with vendors and other IT personnel for problem resolution and Training other team members as necessary.
- Assist in the support of end users as required.

### **Education, Experience, and Knowledge Requirements**

5 years of customer service or related experience and training; or equivalent combination of education and experience.