IT Technician
Philadelphia, PA

International Raw Materials LTD (IRM) markets and distributes crop nutrients and industrial commodities through our extensive distribution system. We are committed to connecting agricultural and industrial customers to critical inputs through innovative, safe, and sustainable logistics solutions.

Duties and Responsibilities:

- Maintain user accounts on network and phone systems
- Troubleshoot end user network/connectivity issues on all devices, web, and cloud-based applications while prioritizing user experience and operational continuity
- Serve as a primary point of contact for users seeking technical support
- Follow established procedure and processes for computer system maintenance
- Install, configure, and troubleshoot various computer systems, hardware, and software- including for new team members
- Resolve and document issues via Zendesk ticketing system
- Perform network administration tasks, including but not limited to access control, monitoring, and basic firewall management
- Maintain IT documentation, including configuration records and troubleshooting guides
- Assist with device setup, imaging, updates, and asset tracking; provide A/V support as needed
- Occasional offsite travel to assist our non-profit partners with computer maintenance troubleshooting, and any additional IT needs
- Assist with other projects, as needed

Candidate Profile:

- Bachelor's degree in Information Technology, Computer Science, or a related field
- Entrepreneurial with a self-starting personality; ability to prioritize and manage multiple responsibilities simultaneously
- Strong attention to detail with excellent organizational, analytical and communication skills
- A team player who understands how to multi-task and to operate in a dynamic, fast-paced environment
- Punctual with strong time management capabilities
- Experience with Windows Operating System, Microsoft Office Suite required
- Experience with cloud computing, Microsoft Sentinel, Microsoft Cloud System, and network administration preferred
- Proven experience with Azure Cloud solutions, including Microsoft Entra ID, Intune, Defender for Endpoint, and Sentinel
- Knowledge of security best practices, such as email protection, phishing prevention, device security, etc
- CompTIA A+, Network+, or Microsoft certifications preferred
- Ability to lift up to 75 lbs
- Valid Driver's License

*If you are interested in applying for this role, please, send your resume to HR_grp@irm.com