IT Support Specialist II

Description

M-RETS is a 501(C)(4) non-profit that owns and manages a renewable electricity certificate and renewable thermal certificate tracking system. If renewable energy tracking sounds exciting, you may be a great fit for our team. As an IT Support Specialist at M-RETS, you will be part of building innovative tools used to decarbonize our economy. The M-RETS platform is the leading renewable certificate tracking system and is used by Fortune 25 companies, utilities, and regulators. We have over a decade of rich industry data that increases each year. We want to continue to deliver a strong platform and keep ahead of changes in the energy industry via innovative and useful features to support our organizational goal of growing our sophistication as a data organization. With M-RETS you will work on projects that matter, and you will help our platform deliver more value and impact through infusing the market with enhanced data and information.

We are looking for an IT Support Specialist with a self-starter attitude to join our team. You would collaborate with our team to keep track of vendor agreements, costs, security best-practices, physical computer hardware, and support the M-RETS platform and staff. You must have excellent communication skills, be detail oriented, possess strong problem-solving skills, and be able to work both in a team environment and independently.

Please note that this is a first of its kind position within M-RETS, so the person would understand that they will be consolidating the tasks of that we performed by multiple team members previously. Relatedly, we are a small organization, so it would be helpful to have been introduced to multiple topic areas around IT that are not strictly considered "support". We would ask this person to take the initiative regarding the setup of new process and best-practices. This role also could benefit from M-RETS sponsored ongoing training and certifications surrounding topics like AWS, security, Office 365 management, and Apple device support.

Our development teams are a mix of local and remote team members from mostly North and South America. You would work closely with all roles in the company.

For our team in Minneapolis, we have regular 9-5 working hours, and keep a hybrid workplace where team members come in a couple times a week and collaborate. We have reserved offices in a great co-working space in downtown Minneapolis. We value diversity and diversity of opinion; we love what we do and value the chance to make a difference by working on mission driven software.

Responsibilities:

- End User IT Support for organization-wide Apple and Windows Laptops and peripherals
- Equipment inventory, maintenance, ordering and recycling

- Document, track and assign tasks to our devops staff regarding the need for software infrastructure updates
- New setup and planning for the updating of equipment for the staff
- Tool and vendor accounts management -- providing various members of the team with access to specific pieces of software, accounts, and access changes as well as providing a routine review of the tools in place, general management of them and configuration for us
- Managing the vendor billing for a variety of SaaS products
- Be a member of our M-RETS Security and Policy Working Group, providing insight on security best-practices and how to implement them within the organization
- Document and follow CVE/security incidents and coordinate with team on remediation
- Research and document the security approach for any proposed tools to add to the organization
- Collaborating on IT needs for yearly budgeting
- Documenting and maintaining a SBOM (Software Bill of Materials)
- Help from an IT perspective on how to assist in new team member onboarding

Additional Information

Seniority

2-5 years of experience

Industry

Software, Decarbonization and Renewable Energy, Renewables & Environment

Type

Nonprofit

Salary Range

$98,000 – $130,000, depending on prior experience and skillset.

Employment Type

Full-time

Location

Minneapolis, MN, Twin Cities Greater Metro Area - Minnesota and Wisconsin

Work Requirements

Must be legally able to work in the US. Unfortunately, we have no sponsorship opportunities at this time.

Keywords

IT Support Specialist

Contact

ithiring@mrets.org

EEO Language

EQUAL EMPLOYMENT OPPORTUNITY

M-RETS does not discriminate in employment on the basis of race, creed, color, religion, sex (including pregnancy and gender identity/expression), national origin, marital status, familial status, status with regard to public assistance, disability, age, membership on a local human rights commission and sexual orientation or any other class protected by federal, state or local law. This policy applies to all aspects of the application process and employment relationship including but not limited to hiring, promotion, transfer, demotion, termination, discipline, benefits and other terms and conditions of employment.

Website Posting Language

If you are interested in applying for this position, please email your resume and cover letter in PDF format to ithiring@mrets.org