



FAULCONER ENERGY

Information Technology (IT) Specialist

Falconer Energy, LLC, a growing Independent Texas Oil & Gas Company with over 40 years in the industry, has a new exciting opportunity for an Information Technology Specialist in our Tyler, Texas Office. The position will be responsible for coordinating general in-house IT support for all company employees.

The Information Technology Specialist position is **located in beautiful Tyler, Texas in the Piney Woods**. This location is very desirable due to the **high quality of life**, minimal commuting time to work and abundant recreational activities in the area. If you are contemplating a lifestyle change from the congested city, Tyler provides a great family-friendly environment. (www.tylertexas.com)

Overall Position Responsibilities:

General Responsibilities

- Serve as the main point of contact between Falconer Energy and third-party IT provider.
- Manage day-to-day IT end-user support issues and escalate more complex issues to the third-party provider as necessary.
- Oversee IT service tickets, ensuring timely resolution and prioritization of tasks.
- Provide basic internal IT support for common issues such as login problems, network access, hardware setup, and software issues to reduce routine IT dependency on third-party support.
- In conjunction with third-party IT provider, develop and maintain IT policies, procedures, and security protocols to align with industry best practices.

Infrastructure Coordination

- Oversee and coordinate the company's internal IT infrastructure, including workstations, servers, networks, and security systems.
- Monitor and assess network performance and server operations to ensure reliability and performance across all office locations.
- Collaborate with the third-party IT provider to ensure appropriate backups, data recovery processes, and cybersecurity measures are in place.
- Support the roll-out of new hardware and software implementations.

Data Management & Analytics

- Assist in laying the foundation for future data management projects, including setting up data lakes and repositories for production data.
- Provide support for SQL-based data management, helping with queries, database management, and troubleshooting.
- Contribute to the development and implementation of data analytics initiatives using tools such as Python, SQL, or cloud-based analytics platforms (Azure, AWS, etc.).
- Collaborate with internal teams and third-party vendors on data-related projects.

Planning & Growth Initiatives

- Identify opportunities for improving and optimizing existing IT processes and systems in preparation for future growth.
- Act as a liaison between business stakeholders and technology experts to drive IT strategies that align with future organization goals.
- Help identify and evaluate new technologies, including AI, machine learning, and advanced analytics tools, that may benefit the business in the oil and gas space.
- Plan for the expansion of infrastructure, both hardware and software, as the company growth.

Required Skills & Qualifications:

- Bachelor's Degree in IT or related degree/certifications preferred.
- IT Generalist position with a minimum of 3-5 years of diverse IT experience.
- Strong experience in IT infrastructure management (networks, servers, security).
- Familiarity with SQL for database management and queries.
- Proficiency in Python for data analysis and automation of IT tasks.
- Basic understanding of cloud-based technologies (AWS, Azure, etc.) for future growth projects like setting up a data lake.
- Problem-solving skills with the ability to prioritize tasks in a dynamic, fast-paced environment.
- Strong communication skills for effective collaboration with third-party vendors and internal departments.
- Ability to manage internal IT initiatives/projects while ensuring smooth coordination with external providers.
- Knowledge of data analytics platforms (PowerBI, Tableau) preferred, but not required.
- Experience with cybersecurity best practices and implementation preferred, but not required.
- Possess strong work ethic and professional standards.
- Demonstrated ability to work in a proficient manner with limited supervision.
- Well-developed interpersonal and listening skills.
- Action-oriented with demonstrated initiative to follow up and follow through on projects.
- Self-motivated, organized and detail oriented, with the ability to multi-task and work with challenging issues, while establishing and meeting deadlines.
- Capability to work effectively with a diverse group of team members.
- Legal authorization to work in the US on a full-time basis.

Attractive compensation and benefits package for qualified candidates.

For consideration, please email resume to Human Resources at careers@faulenergy.com . EOE