



Position: Help Desk Specialist I

Shift: Monday – Thursday 7:30 am to 5:30 pm

FLSA Designation: Non-Exempt

Position Summary:

Responsible for Providing Technical assistance and support related to computer systems, hardware, and software. Also responsible for logging all issues in Help Desk software / ticketing system. Document new procedures and resolutions in company's knowledge base. Install and setup new user workstations including appropriate software depending user and department. Primary resource for setting up new users and configuring security permissions for any other user's access.

Essential Job Functions:

- Providing first level technical support to customers, troubleshooting hardware and software issues by phone and through remote assistance.
- Ensure proper logging, updating, and closure of incidents in the ITSM
- Recognizing and escalating incidents to Tier 2 support groups
- Conducts customer satisfaction call-backs and ensure that all resolved tickets are closed.
- Must be able to communicate, prioritize, be organized, have a positive attitude, patience, and exhibit excellent Customer Service skills.
- Recommended procedure modifications or improvements
- User access management, setting up new employees, altering security permissions for existing users, troubleshooting any user permissions issues, and disabling terminated/resigned employees
- Manage endpoint setup and deployment for new employees using standard hardware, images, and software
- Install, test, and configure new workstations/laptops, peripheral equipment and software
- Participate in on-call rotation for after-hours support and logging of incidents
- Travel to branch offices as needed.
- All other duties as assigned by IT Infrastructure Manager

Position Requirements:

- Education Requirements:
 - High School Diploma or equivalent
 - Associates Degree in related field preferred

- 1-2 years of Help Desk related experience preferred
- A+ Certification preferred

Preferred Abilities and Skills:

The following have been ranked the most critical skills associated with this position:

- Ability to fluently read and speak the English language
- Ability to cognitively understand, analyze, and interpret information presented which includes but not limited to general mathematic properties (Ex: Add, Subtract, Multiply, Divide)
- Ability to work in high stress environments
- Ability to troubleshoot technical issues
- Problem Solving-Must be able to research for solutions to technical problems
- Ability to present accurate information to members and co-workers
- Ability to functionally operate a computer terminal, utilizing monitor, keyboard, and mouse
- Typing Skills: ability to enter minimum 150 characters per minute on standard 10-key
- Strong written skills (grammar, punctuation, spelling)
- Work cooperatively with other employees within the same office setting
- Ability to work in a team environment

Relationships:

- Reports to: IT Infrastructure Manager
- District Managers / Staff Members – Work with cooperatively in providing resources to their department as approved by IT Infrastructure Manager
- Fellow employees – Work cooperatively in providing strong internal customer service and member services.

Physical Demands:

(Scale: Rarely = Less than 5%, Occasionally = 5% - 25%, Frequently = More than 25%)

- **Heavy lifting or moving of materials:** Occasionally – Up to 50 pounds.
- **Operates Equipment:** Rarely
- **Operates Office Machines:** Frequently – PC, Printers
- **Standing:** Occasionally
- **Walking:** Occasionally
- **Awkward Position (stooping, bending etc.):** Occasionally
- **Climbing Maximum:** Rarely
- **Eye-hand Coordination:** Daily
- **Location:** Indoor, with occasion Outdoor events and activities
- **Work Conditions**
 - Occasional after-hours work is required for systems upgrades and issues.

All qualified candidates are encouraged to submit their application/resume to the Human Resources Department by January 15, 2021.

You may email your submission to careers@tcectexas.com or send to Tri-County Electric Cooperative, Inc. Attn: Human Resources 200 Bailey Ranch Rd, TX 76020