

TRI-COUNTY ELECTRIC MEMBERSHIP CORPORATION

POSITION SPECIFICATIONS/DESCRIPTION

POSITION: IT Helpdesk Technician
REPORTS TO: COO (Tri-CoGo)
DEPARTMENT: Information Technology
DIRECTS: None
EFFECTIVE: September 2024
EXEMPT STATUS: Non-Exempt

PURPOSE OF POSITION:

To assist employees with technical issues associated with all technology platforms, including desktops, mobile devices and other platforms utilized by the Cooperative.

MINIMUM JOB SPECIFICATIONS:

Required: High school graduate or equivalent
A basic understanding of computer hardware, software, and operating systems
Strong problem-solving and troubleshooting skills
Excellent communication and interpersonal skills
Customer service-oriented with a patient and positive attitude
An ability to work in a fast-paced and team-oriented environment
Willingness to learn and adapt to new technologies and procedures
Passing Tri-County EMC's physical exam and pre-employment drug screening
Valid Georgia driver's license

Preferred: One year of experience in providing help desk support in a corporate environment
Relevant industry certifications such as CompTIA A+, CCNA, Microsoft Fundamentals, or CompTIA Network+
An associates degree or higher in an information technology related field

PHYSICAL DEMANDS: *Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.*

Work performed involves frequently sitting at a workstation, frequently operating a computer keyboard, and occasionally walking for short periods of time. Occasionally lifting materials, supplies, and equipment; occasionally climbing a ladder or assisting in the installation of cabling. Must be able to lift 50 pounds unassisted.

WORKING CONDITIONS:

General inside office conditions, some flexibility for outside activity in inclement weather, and availability to work overtime as needed.

WORKING RELATIONSHIPS:

Internal: Two-way communication with management and users regarding the status of systems, programs, and procedures; receives direction, work related information, and mandatory approvals; interacts with all departments and divisions to ensure effective use of corporate personal technology systems.

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KEY RESPONSIBILITIES/PERFORMANCE STANDARDS DESCRIPTION

HELPDESK TECHNICIAN OPERATIONS DEPARTMENT

NOTE: The following are the major responsibilities of this position. They are not intended to cover each aspect of the position as the scope and duties of a given position may change or be temporarily altered based on the business needs of Tri-County EMC. The basic requirement of every position is to perform all tasks as assigned by the supervisor.

- A. Provide First-Level Support by responding to incoming technical support requests via phone, email, or in-person
- B. Assist end-users in troubleshooting hardware, software, and network-related issues and track and document issues to help identify patterns of failures
- C. Diagnose and resolve basic technical problems and escalate more complex issues to Systems Analysts as needed
- D. Coach end-users through problem-solving steps and provide clear and concise instructions for resolution
- E. Install, configure, and maintain hardware and software components, including desktops, laptops, monitors, printers, scanners and peripherals
- F. Assist with software installation, updates, and basic software-related issues.
- G. Maintain and test backups of desktop systems
- H. Assist in troubleshooting network connectivity issues and basic network problems and support end-users in connecting to the corporate network and Wi-Fi
- I. Create and update technical documentation and knowledge-based articles. Share knowledge and best practices with colleagues and end-users
- J. Provide excellent customer service by addressing end-users' technical issues in a timely and professional manner
- K. Communicate technical information to non-technical users effectively
- L. Follow safe network security practices in regard to the security of the corporate network, the physical security of corporate spaces, and the education of users in the operation of information technology systems
- M. Utilize safe working practices during the performance of duties, ensuring the safety of end users and guest to corporate facilities
- N. Perform any other duties or tasks as may be assigned