



JOB POSTING

Job Title: IT Technician III

Location: Kaufman

Posting Dates: 03/10/2021- 03/17/2021

Summary

Ensure proper computer operation so that end users can accomplish business tasks. This includes receiving, prioritizing, documenting, and actively resolving end user help requests. Problem resolution may involve the use of diagnostic and help request tracking tools, as well as require that the individual give in-person, hands-on help at the desktop level.

Responsibilities and Authorities

Within the limits of approved board policies, operating guides and procedures, assumes responsibility and has commensurate authority for the following activities:

- Field incoming help request from end users via both telephone and email in a courteous manner.
- Document all pertinent end user identification information, including name, department, contact information, and nature of problem or issue.
- Build rapport and elicit problem details from help desk customers.
- Prioritize and schedule problems. Escalate problems to the appropriately experienced technician when required.
- Record, track and document the help desk request problem-solving process, including all successful and unsuccessful decisions made, and actions taken, through to final resolution.
- Apply diagnostic utilities to aid in troubleshooting.
- Access software updates, drivers, knowledge bases, and frequently asked questions resources on the Internet to aid in problem resolution.
- Identify and learn appropriate software and hardware used and supported by the Cooperative.
- Perform hands-on fixes at the desktop level, including installing and upgrading software, installing hardware, implementing file backups, and configuring systems and applications.
- Implement file back-ups and configure systems and applications.
- Install anti-virus software.
- Perform preventative maintenance, including checking and cleaning of workstations, printers, and peripherals.
- Test fixes to ensure problem has been adequately resolved.
- Perform post-resolution follow-ups to help requests.
- Evaluate documented resolutions and analyze trends for ways to prevent future problems.
- Develop help sheets and frequently asked questions lists for end users.
- Recommends improvements to internal controls in the information technology function to IT Manager as needed or requested.
- Follow Cooperative safety policies, procedures and regulations.

- Exercises a high degree of discretion and emotional control during periods of extreme stress in working with members, Board members, employees and other individuals, any of whom may be from diverse cultural backgrounds, and diverse socioeconomic backgrounds, as well as working with professional staff, regulatory staff, and oversight agencies.
- Perform any other duties as assigned by the IT Manager, Assistant GM/COO and/or the General Manager/CEO.

Education

A High School diploma or equivalent is required. A degree in the field of computer science from an accredited college or university is preferred. Comparable experience may be substituted to meet the educational requirements.

Experience

Minimum of one year experience in a position where technology is a key role, is required. Microsoft certification, is preferred. Must have application support experience with MS Office.

Job Knowledge

Must have a working knowledge of basic computer hardware, scanners, network printers and diagnostic utilities. Must have a working knowledge of computer operating systems including Windows 10.

Abilities

This position requires effective communication skills, both written and verbal to assist Cooperative personnel and outside contacts. Possesses strong documentation skills. Exceptional interpersonal skills, with a focus on rapport-building, listening, and questioning skills. Ability to conduct research into a wide range of computing issues as required. Ability to absorb and retain information quickly. Ability to present ideas in user-friendly language. Ability to effectively prioritize and execute tasks in a high pressure environment. Ability to maintain a document management system. Must be able to maintain confidentiality with access to member information. If required to drive, must possess a valid driver's license and remain insurable by Cooperative automobile insurance carrier.

Working Conditions

Will occasionally require travel within and outside the cooperative service area. General office environment. Must be able to work outside of regular schedule to maintain operations as required.

Physical Requirements

Light work, requiring exertion of up to 20 pounds of force occasionally and/or up to 10 pounds of force more frequently. Lifting and carrying of 10 to 50 pounds occasionally. Job requires sitting majority of the time. Primarily inside work at desk. Must be able to use office equipment such as a copier, computer and printer. Hazards include electrical and mechanical. Some exposure to dust and dirt.

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

Due to the nature of an electric utility, all employees are subject to working extended hours, holidays, nights, and weekends with or without notice.

How to Apply

- Internal candidates are to notify the Human Resources Department of their interest.
- External candidates may apply at any TVEC office, www.tvec.net, submit resume to P.O. Box 888, Kaufman, TX 75142 or email to addresses below:

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