Northcentral Mississippi Electric Power Association
Job Description
IT Support Technician

I. Introduction:

The purpose of this position is to provide technical support to all departments in the areas of computer troubleshooting, hardware and software maintenance, report processing and training for providing excellent computer services to all employees.

II. Supervisor: Information Technology Manager

III. Knowledge/Education Requirements:

A. A 2-year or higher technical degree in computer technology or related field
B. Experience maintaining and troubleshooting laptops, tablets, thin clients, PC's, scanners and network printers
C. Experience in Windows 10 desktop operating system and Microsoft Office 365 applications including but not limited to MS Word, Excel, Power Point, and Outlook.
D. CompTIA A+ Certification or equivalent, a plus
E. Experience in Microsoft Active Directory user account and security group management a plus
F. Desire to take advantage of training and learning opportunities
G. Ability to function effectively in a fast-paced environment
H. Strong organizational skills; ability to prioritize and manage multiple tasks simultaneously.
I. Independent, self-starting attitude with the ability to complete assignments with minimal supervision
J. Good written and verbal communication skills. Comfortable communicating in person and via phone, IM, email, text, and radio with peers, managers and vendors.
K. Must be able to maintain confidentiality of all Cooperative information.
L. Excellent trouble shooting skills and ability to escalate situations requiring urgent attention.
M. Responsible, dependable, and committed team player who is goal driven.
N. Must have solid organizational skills and keen attention to detail

IV. Duties/Responsibilities:

A. Essential Functions:
   1. Provide timely response to Quest KACE 1000 help desk calls.
   2. Provide primary telephone support for help desk. This support includes Cooperative specific applications, email, remote access, user account maintenance, and printing issues.
   3. Ensuring that IT Security Polices are enforced.
   4. Uses appropriate judgement in determining the involvement of information systems personnel.
   5. Installs/upgrades hardware and software such as corporate and application software, desktop and laptop PC's, PC memory, printers, etc.
   6. Responsible for creating and updating existing documentation for hardware and software installs/upgrades for reference and disaster recovery.
   7. Performs network, PC, peripheral, hardware and software troubleshooting in accordance with established operating procedures. Provides analysis, resolution, and documentation of issues.
   8. Provides training for users.
   9. Configures and images PC's and laptops operating Windows.
   10. Attend continuing education as needed to perform position more effectively.
   11. Works on special projects as assigned.

V. Physical requirements:

Must be able to lift 50 lbs. maximum with frequent lifting and/or carrying of objects weighing up to 20 lbs. Must be able to stoop, kneel, crouch and crawl. Work requires the ability to reach, handle and feel with fingers. Must be able to speak and hear. Must be able to obtain impressions through the eyes of the shape, size, distance, motion, and color or other characteristics of objects. Must possess acuity, far and near, depth perception, field of vision, accommodation, and color vision. Must be able to speak clearly and communicate effectively to interact with company employees and members.