

JO-CARROLL ENERGY
Summary Position Description

Position Title: IT & Internet Helpdesk Technician
Department: Engineering\Information Technology
Reports to: Director of Technology
Supervises: None
FSLA Class: Exempt
Salary Grade:

Position Summary

Responsible to provide excellent support and technical assistance to Jo-Carroll Energy/Sand Prairie subscribers and users. Receive incoming calls, email, chats, and service-related inquiries. Provide Tier 1 technical support by troubleshooting and resolving service issues. Ensuring accurate and detailed ticket documentation. Perform validation of configurates and assist with service provisioning and turn-up.

Essential Responsibilities and Duties

1. Provides Technology Help Desk Support

- 1.1. Provide Tier 1 technical assistance and incident resolution to all Jo-Carroll Energy employees, and Sand Prairie subscribers.
- 1.2. Conduct follow-up to Broadband technician and external helpdesk service escalations.
- 1.3. Troubleshoot basic network issues such IP connectivity issues (DHCP, DNS).
- 1.4. Assist subscribers with making changes to services.
- 1.5. Provide prompt and accurate feedback to subscribers.
- 1.6. Escalate unresolved support issues.
- 1.7. Alert management to emerging trends in incidents.

2. Service Provisioning & Audit

- 2.1. Perform audits of Data and Voice provisioning to validate configuration against service orders.
- 2.2. Assist Broadband technician with Data/Voice service provisioning and turn-up.
- 2.3. Ensure consistency of data across multiple business applications.
- 2.4. Interface with multiple parties to ensure smooth flow of communication between all stakeholders.

3. Information Technology Documentation

- 3.1. Track and manage technical issue tickets using as much detail as possible.
- 3.2. Maintain up to date subscriber documentation.
- 3.3. Assists with documentation of Jo-Carroll Energy/Sand Prairie networks and systems.

4. Performs other duties as assigned

Accountabilities

1. With supervision, technical contributor to problem resolution and escalation related to user support of office automation and business critical systems.

Qualifications:

1. 1-3 years direct technical support experience or equivalency.
2. Documentation & Data Entry skills.
3. Maintain high level of professionalism and courteous demeanor.
4. Experience with the operation and maintenance of hardware, software, communications, and peripheral equipment.
5. Ability to multi-task, meet deadlines, and manage time efficiently.
6. Ability to troubleshoot problems and analyze data.
7. Training in customer service and support or operations is preferred.

Working Conditions:

1. Regular business office hours between Monday through Friday 8:00 AM to 5:00 PM
2. Frequent work outside of regular business hours is required.
3. Generally accepted office working conditions.
4. Occasional day and overnight travel is required.
5. *Position requires manual dexterity and the ability to, stand, walk, kneel, bend, crouch, crawl, and twist upper body.
6. Must be able to lift and carry items that weigh up to 50 pounds.

Created / Revised

03/12/2018 – Revise Title & Criteria (JLS)

Accepted by: _____
Employee

Date: _____

Witnessed by: _____
Human Resources

Date: _____