

April 2, 2021

JOB OPPORTUNITY

Desktop Support Specialist

Monroe Office-Replacement Position

Posted to internal employees and outside applicants

PURPOSE OF POSITION:

To provide a single point of contact for end-users to receive support and maintenance within the organization's desktop computing environment. This includes installing, diagnosing, repairing, maintaining, and upgrading all desktop hardware and related peripheral equipment as well as receiving, prioritizing, documenting, and actively resolving end user help requests to ensure optimal desktop and software performance. This person will also troubleshoot problem areas in a timely and accurate fashion and provide end-user assistance and training.

QUALIFICATIONS/REQUIREMENTS:

All requirements are subject to possible modification to reasonably accommodate individuals with disabilities. Some requirements may exclude individuals who pose a direct threat or significant risk to the health and safety of themselves or other employees. Required to satisfactorily pass Walton EMC's employment entrance examination and drug screen.

EDUCATION AND EXPERIENCE:

Requires Bachelor's degree in the field of information systems, computer science and/or five years equivalent work experience. Requires excellent technical knowledge of desktop hardware, internal components and peripheral devices, extensive technical knowledge of desktop and server operating systems and requires extensive application support experience. Must have exceptional interpersonal skills, with a focus on rapport-building, listening and questioning skills, strong documentation skills, keen attention to detail, and exceptional customer service orientation. Ability to conduct research into a wide range of computing issues as required. Ability to effectively prioritize and execute tasks in a high-pressure environment. Experience working in a team-oriented, collaborative environment required.

LANGUAGE SKILLS:

Ability to read, analyze and interpret general business periodicals, professional journals, technical procedures and/or government regulations. Ability to write reports, business correspondence and procedure manuals. Ability to effectively present information and respond to questions from managers, clients, customers and the general public.

MATHEMATICAL SKILLS:

Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference and volume. Ability to apply concepts of basic algebra and geometry.

REASONING ABILITY:

Ability to define problems collects data, establish facts, and draw valid conclusions. Ability to interpret and extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

COMPUTER SKILLS:

Be proficient with the use of personal computer.

CERTIFICATES, LICENSES, REGISTRATIONS:

Require the ability to have and maintain a valid Georgia Driver's License.

PHYSICAL DEMANDS/WORKING CONDITIONS:

General office environment with irregular hours as deemed necessary by the position. On-call availability. The employee is regularly required to talk and hear. Must be able to sit for extended periods of time. Dexterity of hands and fingers to operate a computer keyboard, mouse, power tools, and to handle other computer components. Occasional inspection of cables in floors and ceilings. Lifting and transporting of moderately heavy objects, such as computers and peripherals 25 to 50 pounds. The employee is frequently required to walk; climb or balance and stoop, kneel, crouch, or crawl. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

WORKING RELATIONSHIPS:

*Internal:* Two-way communication with immediate supervisor to receive direction, instruction, approval; to provide work related information in a timely manner; with immediate supervisor for training and/or technical assistance.

*External:* With other utilities, the public and government agencies to secure necessary permits, easements or encroachment. Demonstrates an awareness that the job exists to effectively serve each and every member and at every opportunity to achieve increased member and public understanding for support of the cooperative.

This position is an exempt Grade 1505E. Minimum salary is $70,187.00 annually.

Resumes will be accepted until the position is filled. Applicants may apply by emailing resume to [careers@waltonemc.com](mailto:careers@waltonemc.com) or faxing resume to 770-266-2544. Internal applicants may apply by written internal application with the Human Resources Department. Contact Human Resources with any questions.

Equal Opportunity Affirmative Action Employer

Minorities/Females/Individuals with Disabilities/Veterans/Sexual Orientation/Gender Identity

WALTON ELECTRIC MEMBERSHIP CORPORATION

LEVEL: 1505E

DESKTOP SUPPORT SPECIALIST

ESSENTIAL DUTIES AND RESPONSIBILITIES

The following are the essential duties of this position and do not include marginal functions that are incidental to the performance of fundamental job duties. The scope and duties of a given position may change or be temporarily altered based on the business needs of Walton EMC. This document does not create an employment contract, implied or otherwise, other than an *"at will"* employment relationship.

A. Field, 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 in a courteous manner.

B. Prioritize and schedule problems. Escalate problems (when required) to the appropriately experienced technician.

C. Perform hands-on fixes at the desktop level, including installing and upgrading software, installing hardware, implementing file backup and configuring systems and applications.

D. Perform preventative maintenance, including checking and cleaning of workstation, printers, and peripherals.

E. Write technical specifications for purchase of PCs, networking hardware and related products.

F. Recommend, schedule, and perform PC, hardware and peripheral equipment improvements, upgrades, and repairs.

G. Liaise with third-party support and PC equipment vendors.

H. Aid in development of business continuity and disaster recovery plans, maintain current knowledge of plan executables, and respond to crises in accordance with business continuity and disaster recovery plans.

I. Construct, install, and test customized configurations based on various platforms and operating systems.

J. Conduct research on computer products in support of PC procurement and development efforts. Evaluate and recommend hardware products for purchase.

K. Develop and maintain an inventory of all computing equipment.

L. Communicate application problems and issues to key stakeholders, including management, development teams, end users, and unit leaders.

M. Test fixes and perform post-resolution follow-up to ensure problems have been adequately resolved.

N. Build rapport and elicit problem details from help desk customers.

O. Liaise with, and provide training and support to, end users and staff on computer operation and other issues.

P. Assist and/or provide guidance to other members of the team.

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