

INFORMATION TECHNOLOGY SUPPORT SPECIALIST

High West Digital Solutions

1 POSITION SUMMARY:

The Information Technology Support Specialist is an entry-level position that will help maintain, support and provide all facets of computer services to all customers, including High West Energy.

2 ESSENTIAL DUTIES AND TASKS:

- (a) Possess our core values: Friendly, Innovative, Integrity and Hardworking.
- (b) Communicates our mission, goals, and strategies.
- (c) Exhibits excellent customer service both externally with members/clients and internally with co-workers (cooperation, timely, paperwork, etc.).
- (d) Coordinates with hardware & software partners to deliver effective technical solutions and support.
- (e) Provides customer training on the use of computer and mobile device hardware and software, as needed.
- (f) Assists in maintaining, updating and replacing customer IT hardware and software.
- (g) Troubleshoots and repairs customer computers, printers, network routers, network access points and mobile devices.
- (h) Team member provides technical support for customer software installations.
- (i) You will consult with HWDS customers. Proposes solutions and alternatives to meet their business and personal IT needs.
- (j) Performs other duties as assigned.

3 WORKING/ENVIRONMENTAL CONDITIONS:

Work is performed primarily indoors in the office, sitting at a desk or table. This position is required to operate a cooperative passenger vehicle and maintain a valid driver's license.

4 PHYSICAL REQUIREMENTS (IF ANY):

Must be able to see, walk, hear and speak. Intermittent standing, stooping, bending and walking is required. Lifting objects up to 50 pounds may be necessary. Reasonable accommodations may be made to those who can perform the essential duties of the job.

5 SPECIALIZED SKILLS, ABILITIES, AND KNOWLEDGE:

- (a) Have a working knowledge of computer system support (hardware, software) and local area networking (LAN).

- (b) Ability to plan and implement new technology/software for clients to improve efficiencies.
- (c) Ability to communicate with employees at all levels of an organization.
- (d) Ability to problem solve, diagnose problems, and provide customers with the most cost-effective solution for their needs.
- (e) Ability to prioritize multiple tasks and coordinate projects.
- (f) Proficient in the Microsoft Office Suite.

MACHINES, TOOLS, EQUIPMENT:

Tools and equipment typically used include a computer, mobile device, hand tools, and essential office equipment.

6 QUALIFICATIONS:

- (a) High school diploma or GED required.
- (b) Two-year vocational/technical degree or equivalent work experience in the Information Technology field desired.
- (c) Successful performance on pre-employment tests may be required.
- (d) The incumbent must be able to pass any required drug test, and new hire physical examination. The incumbent must be able to maintain the confidentiality of any information s/he encounters.

7 REPORTS TO:

CIO

8 DIRECT REPORTS:

None

This job description is not intended to be all-inclusive. An employee will also perform other reasonably related business duties as assigned by immediate supervisor and different management as required.