



COMPUTER SUPPORT CLERK

I. POSITION SUMMARY:

The Computer Support Clerk will serve the members and support the goals of Jefferson Energy Cooperative (JEC) by providing technical assistance and support to employees with computer systems, hardware, or software issues. The Computer Support Clerk will also respond to requests, run diagnostic programs, isolate problems, and determine and implement solutions within JEC.

II. REPORTING RELATIONSHIPS:

- A. Reports to: IT Supervisor
- B. Supervises: None.
- C. Directs: None.

III. MAJOR RESPONSIBILITIES/ ESSENTIAL FUNCTIONS FOR POSITION:

- A. Monitor and respond quickly and effectively to Help Desk requests.
- B. Respond to employees' requests by phone, email, and in-person.
- C. Create step-by-step training material with screenshots.
- D. Assist in developing documentation, forms, records and reports for system maintenance and improvement concerning computer/network equipment.
- E. Clean and maintain daily performance of computer systems.
- F. Ask educated questions and listen to employees to determine root cause of issues.
- G. Work through the problem-solving process with employees, empowering them to do the same in the future.
- H. Run diagnostic programs to resolve problems.
- I. Suggest training and assist with training employees.
- J. Report and escalate significant and recurring issues to the IT Department.



- K. Resolve technical problems with Local Area Networks (LAN), Wide Area Networks (WAN), and other systems with assistance of IT Technicians when needed.
- L. Collect feedback to determine patterns and issues such that they can be resolved, or FAQs can be provided to employees to ease in troubleshooting.
- M. Work cooperatively with employees to promote the "team" concept at all times.
- N. Stay up to date on technological changes related to computer systems and software by attending training courses.
- O. Assist in implementing and maintaining JEC's Technology Plan.
- P. Maintain assigned tools and equipment; advises IT Supervisor of need for repairs or new equipment.
- Q. Must be available for any work that may be required outside normal working hours.

NOTE: The above are major responsibilities/essential functions of this position. They are not intended to cover each aspect of the position as the scope, duties, and functions of a given position may change or be temporarily altered based on the business needs of JEC. The basic requirement of every position is to perform all tasks as assigned by the supervisor.

The **COMPUTER SUPPORT CLERK** shall be required to perform any other duties assigned in order to fulfill the objective of the cooperative.

IV. EXTERNAL RELATIONSHIPS:

- A. Other Utilities: Exchange technical information.
- B. Members: Provide advice and technical information.



POSITION SPECIFICATIONS COMPUTER SUPPORT CLERK

Job Knowledge, Training and Experience:

Required:

All applicants must have a High School Diploma or equivalent;
CompTIA A+ certification or related technical certification;
Satisfactory Work Keys scores;
Experience may be considered in lieu of educational requirements.

Preferred:

Experience as a Computer Support Clerk or related field;
previous experience at another cooperative.

Abilities and Skills:

Must have computer operation and troubleshooting skills on the current versions of Microsoft Windows operating systems and all related software programs. This includes a good working knowledge on how to operate and troubleshoot all Microsoft Office applications including, but not limited to, Word, Excel, Outlook, PowerPoint, Access, etc.

Must have good oral and written communication skills.

Must have the ability to work under pressure while maintaining positive demeanor and pleasant manner.

Must be patient and friendly.

Must produce accurate work and be detail oriented.

Must be able to maintain confidential information.

Must be able to communicate and interact with all personnel at all levels of the organization.

Working Conditions and Physical Effort:

Typical conditions are in-door, business office conditions. Outdoor conditions may occasionally be expected to assist with work at JEC tower locations.



May be required to lift up to 40 pounds. Frequently operates office equipment. Frequently stands, walks, stoops, bends and climbs. Excellent hand-eye coordination required. Due to equipment (ladders) weight limits, the technician must weigh 315 lbs. or less.

Jefferson Energy Cooperative is a drug free workplace. After an offer of employment has been made, a pre-employment drug screen is required.