
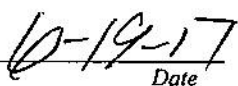
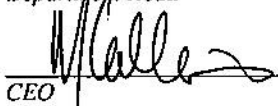
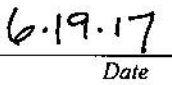

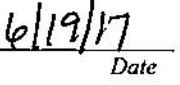


# CENTRAL NEW MEXICO ELECTRIC COOPERATIVE, INC.

## POSITION DESCRIPTION

<b>JOB TITLE:</b> Helpdesk Technician	<b>FLSA STATUS:</b> Non-Exempt
<b>REPORTS TO:</b> IT Manager	<b>SALARY GRADE:</b> 3
<b>DEPARTMENT:</b> Information Technology	<b>LOCATION:</b> Moriarty
<b>APPROVED BY:</b>	
 Department Head	 Date
 CEO	 Date
 Human Resources	 Date

### Job Summary

Under the direction of the Information Technology Manager, the Helpdesk Technician is responsible for the operation and maintenance of computer systems. The Helpdesk Technician will provide desktop support, and coordinate with outside support personnel when necessary. Work requires the application of established help desk support concepts, principles, methods and techniques, and may become progressively more complex. Ability to investigate independently and make analytical and interpretive decisions and recommendations, adapt to guidelines, problems and apply help desk support standards and procedures. He/she will facilitate the migration of software; to include the training of Cooperative personnel.

### Essential Duties and Responsibilities

- Responsible for answering the Information System Help Desk phone and giving first level computer support to the caller by troubleshooting the caller's problem.
- Performs all in-house computer support, to include all upgrading, training, maintenance and user education.
- Responsible for computer related issues pertaining to inquiries and problems.
- Remote support.
- Assists with implementation of new computer software and hardware.
- On call during non-business hours for systems support.
- Maintains confidentiality of stored data; as well as requests for data from management, to include payroll and human resources information.
- Troubleshooting voice phone issues on Mitel system.
- Troubleshooting desk phone and cell phone issues.
- Setup and troubleshooting to include all mobile device issues, keeping up on new applications/technologies to make recommendations.
- Managing mobile devices using MERAKI software.
- Maintaining/troubleshooting Spector 360 software/data.
- Aids in Tracer phone recordings as needed by Management.
- Works with the IT Manager to stay current with changes, upgrades, and the basic use of all systems.
- Assists with the training and other services relating to the help desk function.
- Assists with the resolution of problems and end user questions regarding technologies used by the Cooperative.

- Monitors workstation virus control.
- Monitors DHCP server.
- Maintains air filter system in server room.
- Ensure adherence to company policies, practices and procedures.
- Performs other miscellaneous job duties as assigned.

### **Minimum Qualifications**

Bachelor's degree from a four-year college or university in Computer Information Systems or equivalent combination of education and experience providing equivalent knowledge. Some programming skills may be required. Must have a minimum of two (2) years' experience in a computer support role to include help desk, PC and hardware installation and repair.

### **Knowledge, Skills and Abilities**

- Requires an effective knowledge of Microsoft applications such as Word, Excel, Access and Outlook.
- Knowledge of standard networking concepts is preferred.
- Working knowledge of PC software and hardware including NISC iVUE system, and operating systems is preferred.
- Must become familiar with Cooperative policies and procedures.
- Ability to communicate with outside vendors, and other employees, and deal with a diverse set of problems requiring the ability to research issues as they develop.
- Ability to communicate effectively over the phone, and in writing, to technical and non-technical personnel.
- Ability to maintain confidentiality.
- Must be able to take direction on a variety of projects simultaneously and meet established deadlines.
- Ability to project a favorable image for the Cooperative.

### **Working Conditions and Physical Effort**

A person in this position usually has sufficient time to complete most tasks, although situations that arise may create a stressful environment. There are opportunities to relax from any physical exertion or to change position in work activities.

- **Physical Effort and Dexterity:** Frequent physical activity to include sitting, standing, walking, stooping, bending, reaching, crawling, lifting and carrying computer equipment under 50 pounds.
- **Machines, Tools, and Equipment:** Required and capable of operating and maintaining a Microsoft Windows environment.
- **Visual Acuity, Hearing, and Speaking:** Comfortable in speaking with individual managers and employees in support or training situations in person and over the telephone. Must be able to communicate clearly and accurately in both written and verbal forms. May be required to present to staff personnel.
- **Environment/Working Conditions:** Primarily office work subject to irregular and long hours during emergencies. Employee in this position should live within a reasonable distance of the Cooperative. Subject to on call at any time. Normal office safety precautions and practices are required. Position may require travel inside and outside the Cooperative's service territory.

*Note: The preceding statements describe the general nature and level of work performed by the individual assigned to this position. This is not an exhaustive list of all duties, responsibilities and skills required of this position. Nothing in this job description restricts management's right to assign or reassign duties, tasks and responsibilities to this job at any time.*