



## Systems Engineer/Computer Support Specialist

This full-time position reports to the Business Applications Manager and is located at the Electric Center, 1200 Fort Vancouver Way, Vancouver.

### WHAT YOU WOULD DO:

- Work collaboratively on a team to provide support for the timely resolution of customer requests.
- Work cooperatively across the department to manage the customer experience and deliver outstanding customer service.
- Install, support, and maintain utility's computers, phones, software, and mobile devices.
- Integrate technology into the business in support of departmental and utility goals.
- Provide proven solutions to customer requests using defined standards.
- Monitor, document, and resolve customer requests in the Service Desk system.
- Recommend, develop, and deliver customer training based on ticket patterns and analysis.
- Provide in-person and remote support to resolve customer requests promptly.
- Proactively communicate with customers, team, and management to provide status, updates, and recommendations.
- Create team and customer-facing knowledge base documentation, videos, and resources.
- Update and maintain utility assets for tracking, planning, reporting, and auditing purposes.
- Escalate issues appropriately for timely resolutions of customer requests.
- Develop and implement PowerShell scripts to automate technology at the direction of management.
- Install, terminate, label, and connect data cabling to maintain equipment, communication, and system performance.
- Use standardized tools to deliver critical updates and manage software versions across the organization and maintain the health of the computing environment.
- Other duties may be assigned dependent upon utility needs and individual qualifications.

### QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions. Qualified applicants should have an Associate's degree in technology or related field with three years working experience. Bachelor's degree is preferred. Experience with or certification in Microsoft, Mac OS and iOS, Android, Microsoft Office 365, Exchange, Cisco, Avaya, VMWare, Workspace-one, AirWatch, Ivanti, Shavlik, and mobile computing. Applicant must be customer oriented with experience in a technology support position.

### HOW TO APPLY:

Clark Public Utilities offers excellent benefits, an attractive wage and company incentive programs. For confidential consideration, please forward your resume with cover letter via email to [jobs@clarkpud.com](mailto:jobs@clarkpud.com). Resumes may also be sent to Clark Public Utilities, Human Resources Department, P.O. BOX 8900, Vancouver, WA 98668.

### **Equal Opportunity Employer**

*At Clark Public Utilities, we are committed to being a place where a diverse mix of talented people want to come, to stay and do their best work.*