

## Desktop Administrator

This full-time position reports to the Business Applications Supervisor and is located at the Electric Center, 1200 Fort Vancouver Way, Vancouver, WA 98663.

### WHAT YOU WOULD DO:

- Administer and maintain enterprise cloud-based platforms supporting Service Desk and Contact Center operations.
- Manage system configuration, user accounts, roles, and permissions in alignment with governance and security standards.
- Coordinate with vendors for issue resolution and support requests, escalating internally as required.
- Maintain system documentation including configuration standards, procedures, and support information.
- Support user adoption of systems and tools through guidance, communication, and documentation.
- Communicate system changes, maintenance activities, and service impacts to stakeholders.
- Provide hands-on deskside support for end-user incidents, service requests, and endpoint technologies.
- Deliver in-person and remote technical support, troubleshooting hardware, software and user access issues. May escalate complex issues as needed.
- Other duties may be assigned depending upon utility needs and individual qualifications.

### QUALIFICATIONS:

An Associate's Degree in Information Technology, Computer Science or related field or equivalent combination of education and relevant work experience and two to four years experience supporting enterprise applications, SaaS platforms or information technology systems in a business environment. Bachelor's Degree in Information Technology, Computer Science or related field and experience administering enterprise service management or contact center platforms is preferred. Experience providing quality support in complex IT environments. Familiarity working with Physical and Virtual Desktops and Servers, performing imaging, patching, administration, and troubleshooting. This position is an active member of the ticketing support process, expected to provide exceptional customer service. Must demonstrate creative, analytical, and problem-solving skills to integrate technology into daily work supporting organizational goals. Successful candidates will work collaboratively in teams or on individual tasks to complete assigned goals and tasks and demonstrate excellent organizational skills.

### BENEFITS:

Employees and dependents are eligible for medical, dental, vision, basic life insurance and disability insurance. Employees are enrolled in Washington State PERS and may enroll in deferred compensation plans. Employees will also receive eight hours of vacation leave and sick leave every month and twelve paid holidays throughout the calendar year.

### SALARY:

Employees are compensated within the established salary range. As skills, experience, and sustained performance grow, pay may progress within the range over time, with midpoint serving as a general reference point for employees who demonstrate full proficiency in the role.

**Desktop Administrator:** \$70,137 - \$89,076 - \$108,071

### HOW TO APPLY:

Please send your resume with a 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 creating a respectful workplace where people from all backgrounds are valued for their skills and contributions.

We strive to ensure everyone feels welcome, supported, and empowered to do their best work while growing meaningful, lasting careers as part of our team.