Help Desk Analyst

The Center for Energy and Environment (CEE) seeks a multi-talented, outgoing and enthusiastic user advocate to fill the role of Help Desk Analyst. This new and hybrid position will design, enhance and train on user facing systems and procedures while also performing everyday help desk duties. The Help Desk Analyst plays a key role in IT operations and outreach, and is a vital member of our team. This is a full time position that provides a wide range of benefits including Paid Time Off (PTO), medical, dental, life and long term disability insurance and a retirement plan.

Responsibilities:

- Maintain and enhance content, documentation and functionality of the IT Helpdesk system. (Jira Service Desk)
- Consult and provide training/resources, for individuals and teams, on best practices for using and adopting supported technology.
- Work closely with end users and IT Systems staff to implement policy/procedure changes that ensure overall QoS and end user impact.
- Oversee the Onboarding and Off boarding of incoming and exiting personnel.
- Train/on-board staff on IT software, hardware, policies, procedures, and changes
- Conduct research to understand, explain and resolve technology issues. Communicate updates to users that have been affected by an issue. Digest and alleviate pain points. Follow up with users after problems/requests have been resolved.
- Resolve assigned customer technical issues in a timely manner.
- Document solutions to problems and develop end-user guidelines.
- Triage incoming tickets to verify issues are addressed and resolved in appropriate priority and timeline.
- Accurately document details related to client support issues in help desk ticketing system
- Perform software maintenance and installation on end user devices.
- Perform repairs and upgrades of end user hardware.
- Deploy new computers, tablets and smartphones.
- Deploy, maintain, and support VOIP phones.
- Purchase, document and maintain inventory of IT hardware assets and accessories.
- Explore new software/hardware offerings and implement as necessary
- Other duties as assigned
Qualifications/Job Requirements:

- Technical/College Degree or 3 years relevant field experience in IT support within a corporate environment
- Experience with helpdesk systems required
- Experience with improving processes and procedures required
- Excellent listening, written and oral communication skills
- Experience with User Interface and back end design
- Experience with workflow management systems.
  - Jira/Jira Service Desk, Confluence or Asana preferred
- Administration experience with Microsoft Windows 8 & 10
- Experience working with confidential information
- Functional understanding or experience with Active Directory
- Experience with iOS operating system preferred
- Experience with VOIP phone systems preferred
- Basic understanding of TCP/IP networks: wired and wireless (DNS, DHCP, WPA, etc.)
- PowerShell/Batch scripting experience preferred
- Some macOS experience is preferred
- Must demonstrate an empathetic mindset, excellent customer relations, and communication skills
- Must demonstrate excellent time-management, organizational skills, and the ability to meet deadlines
- Able to work well independently with minimal supervision
- Ability to work within a team structure
- Other duties as assigned

Physical Requirements

- Must be able to lift 65 pounds as well as carry, push, pull, kneel and squat.
- Ability to sit or stand for long periods of time.
- You may be asked, on occasion, to assist in low voltage wiring/troubleshooting. This includes working on ladders.
- Service requests often require physical presence and you will need to physically move to a user’s office or a shared printer, in order to assist them with a particular issue.
- Must have a valid driver’s license
Compensation

Dependent upon qualifications and experience.

How to Apply
Email or fax cover letter and resume to Human Resources:

Help Desk Analyst Position
Center for Energy and Environment
212 3rd Avenue North, Suite #560
Minneapolis, MN 55401

Resume_Submissions@mncee.org, subject line “Help Desk Analyst”
FAX 612-335-5995