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1640 West Jefferson Street
Quincy, Florida
32351-5679

HELPDESK SPECIALIST

Talquin Electric Cooperative, Inc. is seeking candidates for the position of HelpDesk Specialist, located in Quincy, Florida. The requirements for the position are as follows:

Must have a high school diploma or its equivalent. College, trade school courses, or certificate training in computer systems or networking is preferred but not required. Must have a passion for Information Technology with a genuine desire to help people. Must be able to work in a general office environment, which has typical business work hours.

Must have good written and oral communication skills and possess strong interpersonal skills to work effectively with all internal and external contacts. Must have experience with Windows desktop operating systems and troubleshooting issues with computers, devices, and software applications. Must be willing to demonstrate technical competencies by passing the CompTIA A+ certification exam and the Microsoft MD-102 (or an equivalent) certification exam.

Must be able to pass Cooperative physical examination as well as pre-employment drug screen and background check. Must live at a primary residence located within a 30 minute drive, as determined solely by management, of any Talquin Electric office facility.

RESPONSIBILITIES:

- A. Perform duties in a safe, satisfactory, competent and timely manner.
- B. Respond to user inquiries and requests via phone, email, or ticketing system.
- C. Perform troubleshooting for operating systems, applications, and peripheral devices.
- D. Manage user accounts, passwords, and permissions in line with IT policies.
- E. Provide step-by-step technical support to resolve issues or escalate complex problems to higher-level technicians.
- F. Collaborate with other IT team members to ensure consistent delivery of services.
- G. Implement technical solutions as required by the Cooperative.
- H. Document all technical inquiries, issues, and resolutions in the ticketing system.
- I. Stay updated on emerging technologies and contribute to improving internal processes.

- J. Schedule, coordinate, and provide training for users, including new employee onboarding.
- K. Collaborate with vendors to source and procure IT hardware, software, and peripherals in alignment with organizational needs and budget.
- L. Assist with endpoint deployment and maintenance.
- M. Perform other tasks as assigned or requested.

Talquin offers an excellent benefits package and a compensation structure commensurate with qualifications and representative of the market.

To apply, please submit your resume to humanresources@talquinelectric.com on or before Friday, January 17, 2025.

***An Equal Opportunity Employer
All replies are confidential.***

TALQUIN ELECTRIC COOPERATIVE, INC.
Quincy, Florida

POSITION DESCRIPTION

HELPDESK SPECIALIST

I. MANDATORY REQUIREMENTS & QUALIFICATIONS:

Must have a high school diploma or its equivalent. College, trade school courses, or certificate training in computer systems or networking is preferred but not required. Must have a passion for Information Technology with a genuine desire to help people. Must be able to work in a general office environment, which has typical business work hours. Must have good written and oral communication skills and possess strong interpersonal skills to work effectively with all internal and external contacts. Must have experience with Windows desktop operating systems and troubleshooting issues with computers, devices, and software applications. Must be willing to demonstrate technical competencies by passing the CompTIA A+ certification exam and the Microsoft MD-102 (or an equivalent) certification exam.

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II. PHYSICAL REQUIREMENTS:

Either with or without reasonable accommodation, must be able to sit, stand, stoop, kneel, use hands and fingers to operate equipment including typewriters, computers, etc. Must be able to work seated or standing, as appropriate, at desk and counter height positions for extended periods of time. Must be able to lift and move supplies, equipment, etc. up to 50 pounds. Must be able to lift supplies, documents, records, etc. and place in proper storage compartments, some of which are overhead. Must be able to talk and hear at conversational levels. Specific vision abilities required by this job include close vision, peripheral vision, and ability to adjust focus.

III. OBJECTIVES:

To provide HelpDesk support by assisting end-users with computing problems.

IV. RESPONSIBILITIES:

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- M. Perform other tasks as assigned or requested.

V. RELATIONSHIPS:

- A. Reports to: Manager of IT Operations
- B. Directs: None
- C. Coordinates or cooperates with:
 - 1. Departmental team members: Maintain the best possible working relationships.
 - 2. Cooperative Employees: Maintain the best possible working relationships.
 - 3. Members and General Public: Maintain and promote the safety and goodwill of the Cooperative.

VI. AUTHORITY AND ACCOUNTABILITY:

- A. The HelpDesk Specialist shall have full authority to carry out the duties and

responsibilities of this position in conformance with established policies and procedures.

- B. The HelpDesk Specialist is accountable to the Manager of IT Operations or their designee for the efficient performance of these duties.
- C. The HelpDesk Specialist shall secure approval of the Manager of IT Operations or their designee in making decisions when policies are not clear or adequate or require interpretation.
- D. This position may require dealing with sensitive and/or confidential matters of the Cooperative and the HelpDesk Specialist shall maintain such confidentiality at all times.

The position of HelpDesk Specialist is a bona fide administrative position under the provisions of the Fair Labor Act, and is considered to be an Exempt position in relation to the wage and hour regulations.