



Job Title: Help Desk Technician
Department: Information Technology

Reports to : Manager of Information Technology
Location: 562 Franklin Rd. Suite 200 Franklin, TN 37069

Classification: Nonexempt

About Us

Public Entity Partners was created to provide insurance coverage for local governments within Tennessee. With staff experience in local government, as well as the commercial insurance industry, we pride ourselves in providing exceptional service to our members. The vision of Public Entity Partners is to make a difference in the lives of Tennessee public entity employees and the citizens they serve. We relate to governmental entities because we work with them on a daily basis, and we understand the unique challenges they face.

Job summary

The Help desk technician will provide fast and useful technical assistance and support for computer workstations, systems and network, and technological hardware to internal and external customers. The ideal candidate will be resourceful, have strong problem-solving and technical skills, and have a customer service focus. This position will work in the Franklin, Tennessee office.

The goal is to create value for internal and external stakeholders that will help preserve the company's reputation and business.

Responsibilities

- Serve as the first point of contact for customers seeking technical assistance over the phone, by email, or the internal ticket system
- Perform in person and remote troubleshooting through diagnostic techniques and customer engagement, and determine the best solution and implement it
- Direct unresolved issues that are beyond the scope of this position to the next level support personnel, while maintaining ownership of the initial customer service request - from start to finish
- Setup and manage backups for systems and workstation: servers, Barracuda, Onedrive, email and Sharepoint.

- Monitor daily disk space and respond to daily systems alerts related to memory, CPU, SQL DB, network.
- Provide accurate information on IT products or services
- Record events and problems and their resolution in logs
- Follow-up and update customer status and information
- Maintain the FAQ's database for end users
- Pass on any feedback or suggestions by customers to the appropriate internal team
- Identify and suggest improvements on procedures

Requirements and skills

- Ability to find and read log files on client machines and servers
- Ability to support MS Windows operating system and MS Office 365 applications up to the "power-user" level
- Ability to support multiple business technology hardware: printers, scanners, mobile phones, VOIP phone system, etc.
- Ability to train users on various systems and applications utilized in the workplace
- Proven experience in enterprise updating, patching, and migration of systems
- Proven experience working with Active Directory
- Experience as a **help desk technician** or other IT customer support role
- Experience with technical asset/inventory and control
- Tech savvy with working knowledge of office automation products, databases and remote control
- Good understanding of computer systems, mobile devices and other tech products
- Ability to diagnose and resolve basic technical issues
- Proficiency in English
- Excellent communication skills
- Customer-oriented and cool-tempered
- Associate degree with related coursework preferred
- At least two years of related training at vocational school or community college

Salary \$44,625.22

Excellent Benefits and Retirement Plan

Submit resumes to Attn: Celeste Taylor 562 Franklin Rd. Suite 200 Franklin, TN 37069 or ctaylor@pepartners.org

Resumes accepted until the position is filled.

Public Entity Partners is an Equal Opportunity Employer and Prohibits Discrimination and Harassment of any kind. All employment decisions are based on business needs, job requirements and individual qualifications without attention to race, color, religion, sex, sexual orientation, gender identity, national origin, veteran or disability status, or any other status protected by the law and regulations