



National Electrostatics Corp.

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Great benefits in a dynamic workplace that is respectful, friendly and fun – we are a team that is committed to making and keeping our customers very happy!

National Electrostatics Corp. (NEC) is looking for a Computer Technician (IT Help Desk Support) in our IT Department. This role serves as the first point of contact for internal customers seeking technical assistance and support related to computer systems, hardware, or software.

NEC expects all employees to have safe work habits, attention to detail, accuracy, good attendance and organization, the ability to work and think independently, along with the ability to work cooperatively with others in a positive, professional manner.

Benefits include paid holiday, vacation, sick leave, disability, life insurance, employer-sponsored group health, group dental insurances, ESOP and 401(k) retirement plans. Pre-employment drug testing required, and background checks performed.

Job Title: COMPUTER TECHNICIAN (IT HELP DESK SUPPORT)

Job Level: Non-Exempt (Hourly)

Work Hours: 7:00 A.M.- 3:30 P.M. CST (Monday – Friday)

Essential Duties:

Windows OS

1. Investigate any new features available on Windows 10 OS that maybe useful to users or IT.
2. Be aware of any problems with Windows 10 OS that may be problematic for users.
3. Check daily for any vulnerabilities, malware, etc. that IT needs to be aware of and if any action is required.
4. Schedule and perform quarterly updates to the latest version of Windows 10 when confident most bugs have been solved by Microsoft Perform PC cleaning on an annual basis, create document procedure and schedule.

PC Hardware

1. Determine which PCs should be replaced (replacements are handled in a priority order when budget permits).
2. Upgrade user's PC hardware if it will enhance PC performance.
3. Install, test and educate end user on new hardware installed.
4. Determine configuration of new PCs based on company standards. Formalize document company standards for purchasing new PCs.
5. Repair and replace non-functioning computer equipment.

Troubleshoot PC & Printer Problems

1. Troubleshoot and resolve any PC and/or printer problems for end user.
2. Document PC and/or printer problems user has to IT Manager.
3. Maintain printers as required. Document maintenance schedule for printers that NEC does not have a maintenance agreement.
4. Stock supplies that are needed for the printers, such as replacement toner cartridges, spare parts, etc.

General

1. Maintain confidentiality regarding information being processed, stored and accessed by end users.
2. Handle technology system issues and proactively follow-up on tickets/tasks with ability to troubleshoot problems, determine source and/or advise IT Manager on appropriate action.
3. Organize and prioritize daily tasks and project workflows.
4. Handle service requests and helpdesk tickets/tasks with a sense of urgency and high level of customer service, responsible for keeping help desk queue to a minimum.
5. Maintain records management for tracking and documenting help desk requests, along with the problem-solving history, successful/unsuccessful decisions and action taken from start to final resolution. Perform post-solution follow-up to users.
6. Create continuous improvement standards for system documentation and logging helpdesk issues.
7. Access software updates, drivers, knowledge bases and frequently asked questions resources from the Internet to aid in problem resolution.
8. Identify and learn appropriate software and hardware used and supported.
9. Perform desktop level tasks, including installing and upgrading software, installing hardware and configuring systems and applications.
10. Performing preventive maintenance, checking and cleaning of workstations, printers and peripherals.
11. Develop help resource sheets and frequently asked questions for end users.
12. Set up virtual meetings using skype, zoom, etc.
13. Coordinate computer needs assessment /implementation for new hires and coordinate IT process for terminating employees.
14. Other duties and special projects as assigned.

Skills and Experience Requirements:

- College degree in IT Desktop Support, Information Technology or equivalent work experience
- Average or better ability to read and write in English
- Ability to carry out instructions provided in either written, diagram or oral form
- Excellent problem-solving abilities
- Strong attention to details
- Ability to communicate easily and effectively with colleagues throughout the company, customers and vendors
- Stellar customer service and good diplomacy skills
- Ability to deploy software
- Dynamic self-starter, who takes ownership of assigned tasks and completes work competently and effectively
- Self-directed, as well as team oriented

Physical Requirements:

1. Ability to lift 30 pounds
2. Ability to perform operations of manual dexterity, lifting, bending, crouching, squatting, twisting and reach overhead
3. Eyesight vision of, or corrected to 20/20

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NEC is an Equal Opportunity Employer and does not discriminate against any employee or applicant for employment because of race, color, sex, age, national origin, religion, sexual orientation, gender identity and/or expression, status as a veteran, and basis of disability or any other federal, state or local protected class.