



CURRENT OPENING

Technical Support Specialist II

Location: Vancouver, WA

Posting Date: Nov 23, 2021

Reports to: IT Infrastructure Manager

FLSA Status: Non-Exempt

Close Date: Open until filled*

**Looking for a job with stable hours,
great benefits, and long-term security?
Join our fantastic team!**

We offer a work environment that values safety and team input, and provides opportunities to gain skills and grow your career.

ABOUT THE JOB

We are looking for a Technical Support Specialist II to support the internal and external users of our applications, computer systems, telecom and network. This position will act as a first-level support to identify and resolve end user's problems while providing a superior level of customer service.

ESSENTIAL FUNCTIONS & MAJOR RESPONSIBILITIES

- Field incoming help requests from end users via both telephone and e-mail in a courteous manner.
- Document all pertinent end user identification information, including name, department, contact information, and nature of problem or issue into the ticketing system.
- Prioritize and schedule problems.
- Escalate problems (when required) to the appropriately experienced technician.
- Able to explain technical procedures to non-technical users.
- Work with a remote monitoring and management tool for health status, issues, and security failures on endpoints.
- Perform hands-on fixes at the desktop level including installing and upgrading software, installing hardware, configuring systems, and installing applications per company standards.
- Review daily alerts for security systems and escalate/resolve as needed.
- Evaluate documented resolutions and analyze trends for ways to prevent future problems.
- Develop help sheets and frequently asked questions lists for end users and post to intranet.

EDUCATION/EXPERIENCE

- Minimum High School diploma with advance technical education desired.
- 1 to 2 years in helpdesk or desktop support position preferred.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

TO APPLY

Sound like the job for you? [Click here](#) to apply online.

Our organization maintains a drug-free workplace. Except where prohibited by state law, all offers of employment are conditioned upon successful passing of a drug test and background check.

Northwest Pipe Company is committed to equal employment opportunity and affirmative action. Minorities, females, veterans, and individuals with disabilities are encouraged to apply.

Northwest Pipe Company reserves the right to close the position, with or without notice, if a qualified candidate is identified prior to the close date.