## Job Search Center

### Computer Client Supprt Analyst, Asc-12002707

Position Summary

This Position assigned to applicable group/function such as First Contact Team, Network Team, Enterprise Team, etc.. The scope and role is to provide computer technical support for internal clients. Troubleshoot, analyze and provide workarounds and solutions. Provide technical expertise to resolve computer-related pro use of research and analysis. This position will fulfill TSC objectives of Single Point of Contact, 1$^{st}$ Contact end to end Ownership and 100% client satisfaction. A minimum of 12 months IT service desk/help desk ope experience is required. The ability to respond to 7 x 24 hour urgent and emergency operations needs for TS required.

Department Overview

TSC is a single point of contact (SPOC) expert level IT Service Desk 7 x 24 x 365 providing 1st and 2nd ti and support for clients. The 4 primary channels to serve client needs are telephone, web, email and voicem work volumes are 20,000 monthly contacts (phones+web+email+vmail) and 14,000 Remedy tag transaction provides comprehensive service management (Incident Management, Problem Management, Knowledge M with end-to-end ownership of incidents. Analysts are expected to support client/end user productivity, meet c level, meet needs of increasing client base and meet client satisfaction needs.

Responsibilities

- Live PG&E safety pledge, stay current on all safety rules, exhibit strong safety focus and care, and a participate in IT Service Desk safety program
- Receive, handle, process and complete multiple types of client IT service and support requests and is Troubleshoot, diagnose, analyze and provide workarounds and solutions; Provide technical expertise computer and software related problems; Can include follow-up functions and client contact; Service o Phone, Email and Web; Uses SMC-Service Management Center (Remedy) as primary platform for IT management; Requires excellent customer contact and service skills; Requires strong technical and f knowledge in several computer/software products & systems, including MS Operating System (PC util Outlook/Email/Calendar, MS Office (Word, Excel, Powerpoint, Project, Visio), MS Sharepoint, IE, Ado Scan, ADUC, PIMS, ELSY, Blackberry, VPN, Citrix, WebMail, SMC/Remedy, SAP, SRM, CC&B.
- Complete assigned work; Use Knowledge Database(s); Meet productivity, quality and timeliness goals indicators; Input and administer Incident and Service Request Tickets and perform other related functi input/update of Call notes and Time input and charging.
- Attend and participate in meetings (tailboards, department, safety); Contribute to strong Teamwork cul inter TSC, with team staff, colleagues and partners. Attend, participate and complete required or assi Stay abreast of Fixes, Tips, Solutions, read reports and correspondence; access websites to conduc send and receive e-mails
- Ensure process and work conforms to existing PG&E and IT policies, standards and guidelines; Deliv satisfaction levels. Support opportunities for process improvement.

Qualifications

*Minimum Qualifications*

- A minimum of  12 months IT service desk/help desk operations experience
- Well versed enterprise applications aptitude
- Well versed PC skills/aptitude

*Desired Qualifications*

- Minimum 2 year college degree and/or IT learning accreditation OR equivalent experience
- Able to attain ITSM - Service Management learning &/or certification within 1 year
- Ability to troubleshoot computer problems via the telephone
- Excellent knowledge and experience in MS Office Suite, MS operations systems, and enterprise network environment
- Excellent client customer skill and focus
- Ability to learn quickly and transfer essential knowledge to team members; team work is essential

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*Keywords*
Pacific Gas and Electric Company (PG&E)(PGE)(PG&E Corp)Northern California, CA, Public Utility, Energy, Green Job, Green Jobs, Renewable Energy

**Job Category** Information Technology
**Primary Location** USA-CA-Sacramento
**Job Level** Individual Contributor / Associate
**Schedule** Full-time
**Travel** No