



Job Search Center

Computer Client Support Analyst-11006354

Department Overview

PG&E Corporation is an energy-based holding company headquartered in San Francisco. It is the parent company of Pacific Gas and Electric Company.

Position Summary

PG&E Corporation is seeking a highly motivated and qualified individual to provide local desktop and remote support to PG&E Corporation with the ability to escalate support to higher levels. This position supports Corporation officers and immediate staff at the One Market Plaza location as well as remotely supports employees at various locations.

Responsibilities

- Provide excellent client desktop support with full understanding of Microsoft Windows 7, Microsoft Office 2010 and hardware/software computing in an enterprise network environment.
- Troubleshoot desktop and mobile computing devices, network and peripheral issues; identify and engage needed resources to remedy problems.
- Take ownership of documentation of information and responsibilities in assigned areas.
- Provide excellent client interaction using Customer Service Skills.
- Work with the clients and other Corp IT peers to provide the best hardware and software solution for a given situation.
- Provide technical expertise to quickly and effectively diagnose various computer-related problems by the use of research, analysis, and initiative while adhering to department standards, guidelines, and policy.
- Must be motivated and able to work with little direct supervision.
- Provide high quality, timely, and cost-effective technical expertise to computer clients in San Francisco and Washington DC.
- Provide rotated on-call coverage for after hours urgent IT client issues.
- Implement and coordinate desktop, printer, and laptop rollouts as well as other projects as assigned.
- Install and or coordinate with the Corp IT team with application and program rollouts.
- Follow through on assigned tags to completion.
- Complete documentation of service requests within established time frames.
- Must be engaged when asked to participate in projects, take initiative when necessary.

Qualification Required:

- A Minimum 3 years, hands-on experience with excellent knowledge in MS Office Suite, MS operations systems, and enterprise network environment.
- Demonstrated experience in phone and desktop support of personal computers, laptops, blackberry's and related software.
- Demonstrated excellent client customer skill and focus.
- Demonstrated ability to learn quickly and transfer essential knowledge to team members.
- Demonstrated team work is essential.
- Demonstrated strong communication skills.
- Demonstrated work quality and efficiency

Desired:

- BS, MS or equivalent in Computer Science, Engineering, or Math
- Demonstrated Administration of MS Active Directory and Exchange environment
- A demonstrated Business Understanding

Pacific Gas and Electric Company is an AA/EEO employer that actively pursues and hires a diverse workforce.

Keywords

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

Job Category Information Technology

Primary Location USA-CA-San Francisco

Job Level Individual Contributor / Associate

Schedule Full-time

Travel No

STEPHEN B. KENT

735 College Street, Woodland, CA 95695-3941
(530) 848-9220 cell or (530) 668-8663 home
stephen.b.kent@sbcglobal.net

September 19, 2011

PG&E

ATTN: Computer Client Support Analyst – Job Number: 11006354

To whom it may concern,

As an addendum to my resume, I am providing you with this cover letter so that I may convey my interest in working for PG&E.

As a result of the downturn in the economy, I lost my employment as an IT Manager working primarily in the areas of hardware and software support and programming. I have a long tenured history of working in team-based IT environments with considerable experience in the areas of systems, user, peripherals and mobile device support. I have directly applicable experience supporting customers at all corporate levels from CEO to field technician. One of my keen interests is in assisting others by leveraging my experience, expertise and exceptional interpersonal skills to enable them to do their jobs more efficiently.

I have a Bachelor of Science degree in Business Administration and have worked closely with end users as well as working with customers from a retail perspective in a family-owned business.

My resume, which is enclosed, contains additional information on my experience and skills. I would appreciate the opportunity to discuss available positions with you and to provide further information about resume. I can be reached at (530) 668-8663.

Thank you for your time and consideration.

Sincerely,

Stephen B. Kent

Hi, **Stephen** | Sign Out | Options | Help

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**Computer Client Support Analyst-
11006354 at PG&E Corporation**

Hide Details

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FROM: HR Talent Acquisition Monday, September 19, 2011 10:19 AM

TO: stephen.b.kent@sbcglobal.net

**PG&E Corporation.**

Hello Stephen,

Thank you for your interest in a career with PG&E Corporation. We have received your application for the position of Computer Client Support Analyst - 11006354. A member of our Talent Acquisition team will be reviewing your qualifications and past experience. If you would like to learn more about the status of your application, please, [click here](#).

Go to "My Job Page" then click on "My Submissions".

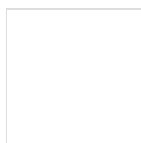
Best regards,

Talent Acquisition
PG&E Corporation

Replies to the e-mail address that sent this message are undeliverable and will not reach the Talent Acquisition Team. Please do not reply directly to this email.

CAN-0022-C-E-1

1 Attached files | 2KB



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Reply to HR Talent Acquisition

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