



Job Search Center

Computer Client Support Analyst-12000192

Position Summary

This position in the Technical Support Center (TSC) is assigned to applicable group/function such as First C Network Team, Enterprise Applications Team, etc.. Scope and role is to provide computer technical support clients. Troubleshoot, diagnose, analyze and provide workarounds and solutions. Provide technical expertise computer-related problems by the use of research and analysis. Fulfill TSC objectives of Single Point of Contact Resolution, end to end Ownership and 100% client satisfaction. Respond to 7 x 24 hour urgent and operations needs for TSC as 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 tie and support for clients. The 4 primary channels to serve client needs are telephone, web, email and voicemail. 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 Management with end-to-end ownership of incidents. Analysts are expected to support client/end user productivity, meet client level, meet needs of increasing client base and meet client satisfaction needs.

Responsibilities

Receive, handle, process and complete multiple types of client IT service and support requests and issues; diagnose, analyze and provide workarounds and solutions; Provide technical expertise to resolve computer related problems; Can include follow-up functions and client contact; Service channels are Phone, Email and SMC-Service Management Center (Remedy) as primary platform for IT service management; Requires excellent customer contact and service skills; Requires strong technical and functional knowledge in several computer products & systems, including MS Operating System (PC utilization), MS Outlook/Email/Calendar, MS Office Excel, Powerpoint, Project, Visio), MS Sharepoint, IE, Adobe, Virus Scan, ADUC, PIMS, ELSY, Blackberry, WebMail, SMC/Remedy, SAP, SRM, CC&B.

Complete assigned work; Use Knowledge Database(s); Meet productivity, quality and timeliness goals and input and administer Incident and Service Request Tickets and perform other related functions including input Call notes and Time input and charging.

Attend and participate in meetings (tailboards, department, safety); Contribute to strong Teamwork culture in TSC, with team staff, colleagues and partners. Attend, participate and complete required or assigned training abreast of Fixes, Tips, Solutions, read reports and correspondence; access websites to conduct research; receive e-mails

Ensure process and work conforms to existing PG&E and IT policies, standards and guidelines; Deliver high satisfaction levels. Support opportunities for process improvement.

Live PG&E safety pledge, stay current on all safety rules, exhibit strong safety focus and care, and actively participate in IT Service Desk safety program

Minimum Qualifications

- A minimum of 12 months IT service desk/help desk operations experience is required.
- Demonstrated and proven excellent customer focus
- A Demonstrated strong working knowledge in MS Office Suite, operations systems, and computing in network environment
- Demonstrated strong communication skills
- Demonstrated experience in a teamwork environment
- Demonstrated initiative
- Demonstrated and proven quality & efficiency in a desktop support environment

Desired Qualifications

- Business Understanding
- Managing for Results
- Open to Change
- Sense of Mission
- Forward Thinking

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

Job Category Information Technology

Primary Location USA-CA-Sacramento

Job Level Individual Contributor / Associate

Schedule Full-time

Travel Yes, 10% of the time