

Job Description: IT Desktop Engineer

Date Created: December 2020	Location: Detroit, MI
Reports to: Sr. Information Technology Director	Department: Information Technology
FLSA Status: Non-Exempt	Niche: Energy Waste Reduction/Energy Efficiency

Company Overview

Walker-Miller Energy Services is a 20-year-old Detroit-based, core-values driven company committed to changing lives through energy efficiency. We create and manage customized energy waste reduction programs that help electric and gas utilities meet mandated energy savings goals.

Our experience driven philosophy of energy efficiency as economic development helps families and businesses save energy and save money. Through innovative, inclusive initiatives, we help build communities by creating local jobs, producing sustainable energy savings for all rate payers, and spurring the growth of diverse local businesses. Our operating philosophy is reflected in our core values. We refer to them as B-Hive.

- B - Boldly Go
- H - Humble Confidence
- I - Inclusive Stewardship
- V - Value Reputation
- E - Extraordinary Experience

Position Summary

The Desktop Engineer role requires an energetic, results-oriented IT professional. The position is responsible for providing desktop, printer, voice, and mobile device support to all employees and maintenance of the corporate environment. This position includes installation, configuration, troubleshooting, and support of the following:

- Laptop computers, docking stations, and peripherals
- Mobile phones and tablets
- Network printers
- Desktop applications (Microsoft Office, Visio, Adobe Suite)
- VOIP phones
- Wireless devices

Essential Duties and Responsibilities: This list of duties and responsibilities is not all-inclusive and may be expanded to include other duties and responsibilities, as management may deem necessary from time to time.

- Embrace and operate within the core values
- Must be available to work Monday – Friday, between the hours of 8:00 AM – 5:00 PM and on call as needed
- Provide onsite and remote support for our user base
- Respond to all user and management requests in a timely manner
- Train and educate users with proactive, professional service
- Utilize ticket and time tracking system to document problem resolution
- Responsible for system preparation, including system preparation for new employees

- Perform software installs, minor hardware repairs/maintenance, and assist with moving employees' desktop equipment
- Responsible for maintaining hardware inventory, assists with IT asset tagging process
- Responsible for proactively managing high severity and priority incidents from identification to resolution and escalation as necessary
- Support all required desktop applications
- Monitor backup operations and manage backup media
- Perform basic user administration in Microsoft Active Directory
- Contribute to knowledge base by creating training materials, tutorials, how-to guides, etc.
- Assist with user access audits
- Configure and troubleshoot wireless devices

Education and Experience:

- Degree in Computer Engineering, Business Administration and/or IT related certificates preferred
- 2-3 years of desktop and laptop support, as well as IT hardware troubleshooting experience
- High level of proficiency with Windows 10

Required Knowledge, Skills and Abilities:

- Experience with Server 2016, and Microsoft Active Directory
- High level of proficiency with the Microsoft Office suite
- Mobile device apps and VR Technology, including iPhones, iPads and Android devices
- Excellent customer service and communication skills
- Professional, helpful demeanor and attitude

Licenses & Certifications:

- Certifications preferred (CompTIA, Cisco, Microsoft)

Travel Requirements

- None

Physical Demands and Work Environment

- Required to sit, stand, walk; talk and hear; and ability to touch and handle tools and/or other controls
- The employee is frequently required to stand, walk, kneel, crouch and/or crawl
- Ability to lift up to 50 pounds
- Noise level is typically moderate
- May occasionally be exposed to moving mechanical parts; fumes or airborne particles; and risk of electrical shock

Note: The physical demand and work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

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The above information describes the general duties and requirements necessary to perform the principle functions of the position. This shall not be construed as a detailed description of all the duties and requirements that may be necessary in this position.

Walker-Miller Energy Services, is an Equal Opportunity Employer