SOLDIER FOR LIFE TRANSITION ASSISTANCE PROGRAM

JOB LEAD

Company: Duke Energy

DATE OPEN: 9/19/2016 **DATE CLOSE: 9/26/2016**

Job title: IT Workstation Support Specialist II- 135096

Location: Southport, NC

Position Status (part time/full time): Full Time

Number of Vacancies: 1

SALARY: Commensurate with experience

SKILLS/DUTIES:

Build an exciting, rewarding career with us – help us make a difference for millions of people every day. Consider joining the Duke Energy team, where you'll find a friendly work environment, opportunities for growth and development, recognition for your work and competitive pay and benefits.

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Notes:

- The work schedule for this position is 4, 10 hour days
- This position is located at the Brunswick Nuclear Plant, Southport, NC

Depending upon the desired qualifications of the successful candidate, the hiring manager may elect to fill this position at a higher level within the job hierarchy.

Overall Description

The Workstation Specialist II role (entry level) primarily provides desktop hardware, software, printer, and peripheral technical support. In addition to troubleshooting IT issues, the Workstation Specialist role supports the acquisition of hardware and software for their assigned areas. As needed, this role may also help support the delivery of projects.

Major Activities and Responsibilities

• Responding to problem resolution requests as specified by priority definitions.
• Utilizing troubleshooting skills to facilitate problem resolution.
• Keeping assigned help tickets updated by thoroughly documenting and closing in a timely manner.
• Fostering positive relationships with all partners to ensure seamless IT to customers.
• Effectively using remote resolution to close out problem calls.
• Effectively acquiring and deploying assets ensuring maximum efficiency and quality.
• Actively promoting and supporting IT Policies, Procedures and Standards.
• Ensuring accuracy of Asset Inventory

Qualifications
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Basic Qualifications
• Associates Degree in Technology or related discipline or equivalent work experience.
• Demonstrated written and oral communication skills.
• Demonstrated strong customer service ethic.
• Demonstrated analytical and problem solving skills.
• Ability to support 24 x 7 duty rotation and Emergency Response support.
• Possesses a strong knowledge of various remote assistance tools.
• Demonstrated experience with application software (e.g. MS Word, Excel PowerPoint, Project, and Visio) workstation hardware (both laptops and desktops) , mobile technology, and software desktop operating systems, emulators and communications protocols (including dial-in) peripherals including printers, smart phones, scanners, etc.

Desired Qualifications
• Bachelor's Degree in Information Technology or related discipline.
• In depth knowledge of PICCASO and Einstein knowledge tool workflow, use and processes.
• Experience in the area of Information Technology.
• Experience working at a Nuclear plant.
• Self-motivated and able to work independently.
• A+ and/or MCSE certification
• Demonstrated interpersonal and customer relations skills; must have the ability to work with teammates at all levels within the Company.
• Demonstrated organizational, time management, and planning skills.
• Ability to communicate clearly, concisely, and accurately using oral and written communications with all levels of the organization.
• Ability to reason logically, analyze data presented, evaluate the impact of information collected, and draw appropriate conclusions.

Job
: IT Development and Administration
Primary Location
: North Carolina-Southport-DE Busn Svcs-Southport,NC (4199)
Schedule
: Full-time
Travel
: Yes, 5 % of the Time
Job Posting
: Sep 19, 2016
Unposting Date
: Sep 26, 2016

Relocation Assistance Provided: Yes
Shift: Compressed
Represented/Union Position: No
Visa Sponsored Position: No

How to apply: www.duke-energy.com/careers Under source, choose "Employee Referral" then choose Give "referral" information, then type in Charles Spicer- Military Recruiter

Point of Contact: Charles.spicer@duke-energy.com (Military Recruiter)
Signature