

Information Technology (IT) Specialist

What we do

Appalachian Electric Cooperative (AEC) provides electric service to close to 47,000 meters in rural East Tennessee—including homes, farms, businesses, and industries. We own and maintain an electric distribution system that covers around 600 square miles in parts of Grainger, Hamblen, Hawkins, Jefferson, and Sevier counties.

Who we are

As an electric cooperative, we are owned by the members we serve. Our goal is to improve the lives of our members by providing them with reliable electric service in a safe, courteous, and timely manner at the lowest possible price.

We currently have an opportunity for an entry level IT Specialist in our New Market, Tennessee office. The IT Specialist will be the primary point of contact and provide technical support for our end-users. You'll be an integral part of a team whose goal is to meet and exceed IT-related expectations through consistently excellent performance.

AEC offers a competitive salary and benefits plan including medical, dental, vision, paid time off, short and long term disability, paid parental leave, 401k and a company funded pension plan. Benefits eligibility is 1st of the month following 30 days of employment.

Job Qualifications

- Associate's degree in Information Systems or related field with preference to a Bachelor's degree
- Hands on experience working in a help desk or technical support environment desirable
- A+ and Network+ certifications desirable

Essential Job Functions

- Serve as primary point of contact for technical needs of our end users. This will include answering how-to questions, providing system and network status, and troubleshooting various technologies
- Responsible for documenting support requests received via email, telephone, electronic ticketing systems, etc.
- Create and maintain IT internal documentation
- Ability to follow procedures and use available help tools to follow requests through to complete resolution with minimal assistance
- Assist with installation, maintenance, and configuration of Cooperative technologies including workstations, peripherals, mobile devices, servers, workstations, storage, mobile devices, telephony, networking, and a wide variety of programs and applications
- Ability to effectively communicate with all levels of the organization
- Strong organizational skills with exceptional follow through and attention to detail
- Ability to work in a team environment
- Perform other duties as requested
- May require occasional overtime and may require reporting to work after hours to assist with emergency or outage conditions

Resumes can be submitted to jobs@aecoop.org

Appalachian Electric Cooperative is an Equal Opportunity Affirmative Action Employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, age, national origin, disability, or veteran status.