

Information Technology (IT) Technician

Appalachian Electric Cooperative (AEC) is a Rural Electric Cooperative serving parts of Jefferson, Grainger, Hamblen, and Sevier counties in East Tennessee. We currently have an opportunity for an IT Technician in our New Market, Tennessee office. AEC offers a highly competitive benefits program.

The IT Technician provides professional support for a wide range of technologies used by the Cooperative's end users.

Job Qualifications

- Associate's degree in Information Systems or related field with preference to a Bachelor's degree
- One year of experience working in a help desk or technical support role
- A+ and Network+ certifications desirable
- Will consider an equivalent combination of education, training, certifications, and experience

Essential Job Functions

- Serve as primary point of contact for technical needs of 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 handle majority of requests without assistance, following procedures and using available knowledge base and help tools provided, to follow issue through to a proper resolution
- Install, maintain, and configure Cooperative technologies including workstations, peripherals, and mobile devices
- 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.