IT TECHNICAL SUPPORT SPECIALIST

In 1985, Mike and Kim Crabb founded Diamond C with a small team and a big dream. Over the years, the company has grown significantly, now employing over 900 team members. Diamond C remains a family-owned and operated business, with a strong emphasis on our foundational "Do Work, Love Strong" culture, which is based in Mt. Pleasant, TX.

We are unwavering in our commitment to more – more process improvements, more sustainable manufacturing, and more opportunities for our team. Our purpose is to fuel the growth and success of our team members, customers, and community. We're dedicated to being a positive force for change and using our expertise to make a meaningful impact on our community abroad. This role is located in Mount Pleasant, TX 75455

Overview:
At Diamond C, our purpose is to fuel the growth and success of our team members, customers, and community abroad. We're committed to more process improvements, sustainable manufacturing, and opportunities for our team. As a Technical Support Specialist, you will be the first point of contact for end-users, providing essential technical support and troubleshooting for hardware, software, and network-related issues. Your role involves managing support tickets, resolving technical problems efficiently, and ensuring users have a positive experience. With a strong focus on communication, you will translate complex technical concepts into understandable terms for users of varying technical expertise. Additionally, you will contribute to the continuous improvement of support processes, staying current with emerging technologies to enhance the overall efficiency and effectiveness of the IT support team.

This is an on-premises position located in Mt. Pleasant, TX.

Duties and Responsibilities
Help Desk Support:
- Provide EXTRAordinary customer service by addressing user concerns promptly, ensuring a positive support experience, and maintaining a user-friendly approach to technical assistance.
- Provide timely and accurate responses to end-user inquiries via phone, email, or chat. Assist users with basic to intermediate technical issues related to software, hardware, and network connectivity and guide them through troubleshooting steps to resolve issues.
- Log all user interactions, incidents, and service requests in the ticketing system, prioritize and escalate issues based on urgency and impact, ensuring efficient resolution of technical problems.
- Assist users in installing and configuring software applications, including operating systems and productivity tools. Deploy system updates, security patches, and software upgrades to keep user workstations current. Monitor update status and troubleshoot issues.
- Manage user accounts, including password resets, account unlocks, and permission changes, to ensure appropriate access levels and maintain account security.
- Assist new employees with the technical onboarding process by setting up workstations, creating accounts, and introducing them to IT resources.
- Support offboarding by deactivating accounts, retrieving company-owned equipment, and ensuring secure data handling.
- Offer training sessions and create documentation to help users understand new software or features. Provide one-on-one guidance as needed. Create and update knowledge base articles to document common issues and solutions.
- Track and manage IT hardware inventory, including computers, peripherals, and mobile devices. Assist with hardware replacement and upgrades and provide remote technical support to users working remotely using remote desktop tools.

- Create and maintain documentation related to support processes, common issues, and resolutions, ensuring that knowledge is easily accessible to other team members.

Infrastructure Support:
- Assist in identifying and resolving basic network connectivity issues, setting up and configuring new hardware, and performing routine maintenance tasks such as cleaning equipment and replacing parts.
- Monitor basic infrastructure elements, report issues to higher-level support, assist in implementing basic security measures and educate users on safe computing practices.
- Maintain an IT equipment inventory, track devices issued to users, and support office environments by setting up and maintaining basic network equipment and organizing physical workspace setups.
- Proficiency in managing enterprise-level operating systems (Windows, macOS, Linux) and advanced software applications.
- Participate in designing, implementing, and maintaining enterprise-level IT solutions, including systems, networks, and security measures.
- Assist in setting up, configuring, and managing mobile devices used within the organization, ensuring they are secure and compliant with company policies.
- Manage and deploy printers, including configuring network printers, installing drivers, troubleshooting printing issues, and ensuring consistent printer availability across the organization.

Incident & Security Support:
- Log and track all reported incidents in the ticketing system, ensuring accurate documentation of the issue, steps taken, and resolution.
- Respond to reported incidents, gather information, identify the issue, and attempt first-level resolution before escalation if necessary.
- Keep users informed about the status of their incidents, providing regular updates until resolution.
- Escalate complex or unresolved incidents to higher-level support teams, providing detailed information to assist in the resolution process.
- Monitor workstations for basic security issues, such as unauthorized access attempts or malware alerts, and report any findings to the security team.
- Educate users on basic security practices, including password management, recognizing phishing attempts, and safe browsing habits.
- Ensure that antivirus and other security software are up to date on all workstations, and assist users in running scans and addressing detected threats.
- Assist in managing access controls by ensuring that users have the appropriate permissions for their roles, and that access to sensitive information is restricted.
- Assist in responding to security incidents by following established protocols, helping to isolate affected systems, and communicating with users to prevent the spread of threats.

Continuous Improvement:
- Identify recurring technical issues and suggest process improvements to enhance efficiency and reduce the frequency of common problems.
- Participate in regular team reviews and feedback sessions, contributing ideas to improve support processes and customer service delivery.
- Stay updated with the latest IT support tools and technologies, and propose adopting new solutions to improve support team performance.
- Assist in developing and refining support documentation, ensuring that knowledge base articles and troubleshooting guides are up-to-date and effective.
- Engage in ongoing professional development to enhance technical skills and bring new insights to the support team, fostering a culture of continuous learning and improvement.

OFFICE POSITION

Qualifications:

- Proven experience in providing technical support, with strong troubleshooting skills across hardware, software, and network-related issues.
- Familiarity with IT support tools and ticketing systems, with the ability to efficiently manage and prioritize multiple support requests.
- Excellent communication skills, with the ability to explain technical concepts clearly to both technical and non-technical users.
- Basic understanding of IT infrastructure components, including networking, operating systems, and common enterprise software applications.
- A commitment to continuous learning, with a willingness to stay updated on new technologies and best practices in IT support.

Benefits:

- Medical
- Dental
- Vision
- Long and Short Term Disability
- Employer Paid 25K Life Insurance
- Other Supplemental Policies
- Physical Wellness Program
- Paid Maternal/Paternal Leave
- Tuition Reimbursement Program
- 401(k) & Company Match
- Scholarship

We encourage and welcome applicants with any and all backgrounds, experiences, abilities, and competencies. All decisions regarding hiring, promotion, discipline, and discharge are based on qualifications, merit, and the needs of the business. We are an equal opportunity employer.