

Job Description



Job Title:	Call Center Analyst		
Location:	Lakewood, CO; Loveland, CO; Phoenix, AZ; Folsom, CA; Billings, MT; Watertown, ND	Travel Required:	Minimal
Level/Salary Range:		Position Type:	Full-Time
Date Posted:		Posting Expires:	
Mandatory Job Requirements:	Must be willing and able to complete a DoE low risk background investigation for the position.		
Applications Accepted By:			
E-mail: Michelle Might, Corporate Recruiter, michelle.might@imcva.com Email Subject Line: Call Center Analyst			
Job Description			

The Help Desk/Call Center Analyst provides telephone and in-person Tier I support for over 2,000 end users at the Department of Energy’s Western Area Power Administration (WAPA).

Essential Functions:

- Monitor ServiceNow ticketing system and Call Center mailbox for incoming tickets.
- Provide hardware, software, printer, email, and user account support in-person or via telephone, email, and other remote support tool.
- Support hardware and software for video teleconferences (VTC).
- Provide end-user support for various applications and remote access.
- Schedule and set up conference rooms with laptops/projectors/video conference unit.
- Hardware deployment and troubleshooting.
- Reset Active Directory user passwords.
- Set up user accounts in various applications.
- Provide iPad and iPhone support for senior managers.
- Participate in various projects as requested.

Required Qualifications and Skills:

Note: These are mandatory items that all candidates must have when making application to IMC for this position. Please ensure that your submission addresses each of these requirement items.

Candidates without these required elements will not be considered.

- High school diploma required
- Three years of experience in a help desk/call center environment
- Knowledge of MS Windows 7 and MS Office required
- Ability to distinguish between application and system problems



- iPhone/ iPad basic setup knowledge
- Excellent customer service skills
- Available and willing to work any of the following three shifts Monday through Friday: 6:30 AM – 3:00 PM, 7:30 AM – 4:00 PM, 9:00 AM – 5:30 PM
- **Must be willing and able to complete a low risk DoE background investigation for the position.**

Desired Qualifications and Skills:

- Associate degree or higher is preferred
- Experience with ServiceNow Ticketing System(s) highly desirable
- Knowledge of MS Windows 8.1 and/or 10 a plus
- Knowledge of networking and hardware (desktop/laptop/printer/VTC) is a plus

Background Information

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