

DESKTOP SUPPORT SPECIALIST

About American Bottoms

American Bottoms is a regional wastewater treatment facility providing services to Sauget, East St. Louis, Cahokia Heights, and the surrounding communities. In 2014 the facility was awarded "Plant of The Year" by the Illinois Association of Water Pollution Control Operators. In addition, American Bottoms has been recognized as one of the best companies to work for in Illinois; nine years in a row. These awards are a testament to the dedication, skill, and pride of American Bottoms employees.

General Description

We are looking for a Desktop Support Specialist to provide technical assistance to our employees. You will help install, upgrade, update, and troubleshoot hardware and software systems. If you're computer-savvy, highly motivated, a self-starter and a good communicator, we'd like to meet you.

Essential Functions

- Support on-site computers and systems
- Provide Windows 10 troubleshooting
- Repair, install and troubleshoot desktop, laptop, tablet, printer, and scanner hardware
- Coordinate maintenance with vendors as required
- Install, support, and upgrade application software on PCs
- Create and manage Active Directory users and computers
- Monitor and respond to Antivirus alerts
- Monitor system backups and offsite replication of backups
- Knowledge of Access and Crystal Reports for query and report generation a plus
- Knowledge of Hyper-V a plus

Qualifications

- Desktop Windows support experience or training
- Strong Microsoft Office skills
- Valid driver's license
- Associates Degree a plus
- IBM iSeries (AS400) or mainframe experience helpful
- Utility billing experience a plus

Benefits

- Health insurance
- Dental insurance
- Vision insurance
- 401(k) with generous company contribution
- Company paid long term disability insurance
- Employee Assistance Program

- Company paid life insurance
- Tuition reimbursement
- Paid time off