



# GROEBNER

POWERED BY EXPERIENCE

## IT Support Specialist

**Primary Location:** Minnesota Office

**Reports to:** Sr. Operations Manager

### Description:

A leader in the natural gas industry since 1976, GROEBNER is a distributor and manufacturers' representative focused on natural gas companies and contractors. Now third generation led, we are proud to be family owned and operated for more than 45 years. Team GROEBNER has more than 650 years of combined industry experience and focuses every day on providing safe, reliable products, training, and services to our customers in support of their ever-changing needs.

### Summary:

The Information Technology Support Specialist is responsible to provide services that maintain reliable and effective operation of the organization's Information Technology (IT) systems, the computer network, telecommunications systems, peripheral equipment, and key applications. Services include training and end-user support, as well as installation, configuration, maintenance and troubleshooting of hardware and software.

### Responsibilities:

- Serve as the first contact in the IT Department for end users within offices and remote locations and escalate issues to managed IT provider
- Provide IT assistance to employees at all four branch locations and remote employees
- Manage and monitor open tickets with IT service provider
- Maintain and monitor all programs and applications (i.e. – ERP system, cameras, VoIP phones, Wi-Fi connections, etc.)
- Troubleshoot a variety of IT issues
- Provide support on computers, tablets, cell phones, printers, and networks
- Train end-users on basic hardware and software functionality
- Monitor hardware, software, and system performance metrics
- Update computer software as well as upgrade hardware and system in collaboration with our managed IT provider
- Document processes and ensure system security in collaboration with our managed IT provider
- Keep track of technological advancements and trends in IT support
- Perform systems administration for Office 365, Microsoft Teams, and SharePoint from set up to managing distribution lists
- Set up and provision new equipment such as computers, cell phones, printers, etc. and software access, as specified by team member role standards
- Support and assist team with Ecommerce project and future support of customers' needs and questions
- Track and review all software usage within all departments
- Tracking of IT invoices and review prior to payment
- Provide support with any digital marketing needs

#### MINNESOTA

21801 Industrial Blvd.  
Rogers, MN 55374

#### ILLINOIS

450 Fenton Lane, Suite 902  
West Chicago, IL 60185

#### KANSAS

19935 West 161<sup>st</sup> St., Suite A  
Olathe, KS 66062

#### TEXAS

5000 Kaltenbrun Rd.  
Fort Worth, TX 76119

- Provide high level customer service within the organization
- Perform other related duties as assigned

**Skills:**

- Exceptional ability to provide technical support and resolve queries
- In-depth knowledge of computer hardware, software, and networks
- Ability to determine IT needs and train end-users
- Analytical mindset and good problem-solving skills
- Desire to learn new technologies
- Excellent verbal and written communication skills
- Personable and able to work cross-functionally across the organization

**Abilities:**

- Ability to perform in a professional manner
- Ability to manage multi-functional tasks
- Ability to navigate complex business scenarios
- Ability to be trusted with confidential information

**Working Environment:**

- Must be able to sit, walk or stand for extended periods
- Must be able to lift/carry up to 50 lbs. to install equipment
- Must be able to travel for business related matters as they arise

**Qualifications:**

- High school diploma or GED required
- 2-year (Associate) Degree in Computer Information systems or other related field
- 2+ years of experience in customer focused IT support
- Experience with a wide variety of computer software packages and hardware platforms
- Experience in setting up and installation of computers
- Experience in Microsoft Office 365 and its various applications are desired

**Note:** *The above information on this job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to this job. Duties, responsibilities, and activities may change at any time with or without notice.*