



## NEW CAREER OPPORTUNITY

### Help Desk Specialist II

Hearthstone Utilities Inc. is looking for a talented Help Desk Specialist II to work as part of a team for IT related issues and requests. The primary focus of the Help Desk Specialist II is to support the Hearthstone Companies end user community through support of desktop hardware/software, connectivity, technical employee on-boarding, and prompt problem resolution. The position is the escalation point for the service desk and managing service desk tickets.

#### Work Location

Great Falls, MT, not remote

#### Reporting to

Directors of Technology of Systems and Operations

#### Benefits

Medical, Rx, Dental, Vision, HSA, 401K, LTD, Life, Paid-Time-Off bank, Holidays, and a whole lot more!

#### Easily Apply

Send Resume to:

Mary Cox, Director

[mcox@hearthstonecompany.com](mailto:mcox@hearthstonecompany.com)

#### About Hearthstone

Hearthstone is a holding company that owns natural gas and water distribution utilities in multiple states that provide service to more than 215,000 residential and commercial customers. Over 500 employees work everyday to meet the needs their customer and serve their communities. Learn more at:

[hearthstonecompany.com](http://hearthstonecompany.com)

#### Primary Responsibilities

- Management of Incidents and Service requests
- Performs general problem solving and assistance on diverse software applications and hardware systems for department users and/or the university community.
- Performs escalated support, maintenance, and testing for proper upkeep of systems; may troubleshoot and resolve moderately complex system hardware, software, and network failures and conflicts.
- Performs the installation, configuration and maintenance of computers, workstations and other related equipment and devices.

#### Main Qualifications

- High school diploma or GED; at least 4 years of experience directly related to the duties and responsibilities specified. Higher education and/or experience that is directly related to the duties and responsibilities specified may be interchangeable on a year for year basis.
- Knowledge of a wide range of computer systems software, applications, hardware, networking, and communications. Experience with Windows Servers, Microsoft 365, vmWare, Sophos, SQL Server and ARCGIS a plus
- Ability to perform preventive maintenance on systems software, applications, hardware, networking, and communications.
- Ability to provide functional direction to other technical support staff and/or student employees.
- Strong interpersonal and communication skills and the ability to work effectively with a wide range of constituencies in a diverse community.
- Customer oriented, cool tempered and patient
- Ability to determine computer problems and to coordinate hardware, software, and/or network solutions.
- Proficiency in English

[Hearthstone follows Department of Transportation federal guidelines for testing](#)

LOVE YOUR CAREER  SERVE YOUR COMMUNITY