



IT Technical Support Specialist / Tier 2

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 – more process improvements, more sustainable manufacturing, and more opportunities for our team. As the IT Technical Support Specialist, you will apply technical knowledge to assist internal users with software and computer problems. The IT Technical Support Specialist will build effective relationships with leaders across the business and have a strong focus on our foundational "Do Work, Love Strong" culture.

This position is located in Mt. Pleasant, Tx.

Responsibilities:

- Acting as the initial point of contact for all platform related concerns and handling team member technical support cases through phone, in-person and email submission.
- Conduct research to obtain current information about latest trends in technology.
- Be customer service oriented and exhibit the ability to communicate effectively with team members.
- Utilizes help desk tracking software to present recommendations and improvements for user systems.
- Updating the company knowledge base with tech tips and support documentation

Qualifications:

- Bachelor's degree in Computer Science, Management Information Systems, or related field preferred.
- 1-2 years of information technology experience
- Technical Support: 2 years (Preferred)
- Help desk: 1 year (Preferred)

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.