



IT Technical Support Specialist

A little bit about Diamond C:

Founded in 1985 by Kim and Mike Crabb, Diamond C has grown from a small, local manufacturer to a 900+ team members strong company. Today, Diamond C is still a family-owned and operated company in Mt. Pleasant, TX, Diamond C continues to strive to produce innovative, feature-rich custom trailers while promoting the well-being and success of its team members, customers, and community abroad.

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 an IT Support Technician, you will be the initial point of contact for end-users experiencing technical issues. Your role will involve diagnosing and resolving basic hardware and software problems, providing timely assistance, and ensuring a seamless technology experience for our team members. The ideal candidate should possess a strong foundation in IT concepts, excellent communication skills, and a patient attitude towards troubleshooting.

This is an on premises position located in Mt. Pleasant, Tx.

Responsibilities:

- Serve as the point of contact for end-users seeking technical assistance via various communication channels such as email, phone, and in-person interactions.
- Diagnose and resolve hardware and software issues, guiding users through step-by-step troubleshooting processes.
- Participate in maintaining an accurate inventory of hardware and software assets.
- Assist in the setup, configuration, and maintenance of computer hardware, software applications, printers, and peripheral devices.
- Respond to and manage incoming support tickets in a timely manner, ensuring accurate documentation of issue details and resolutions.
- Escalate complex or unresolved issues to higher-level IT support tiers while providing clear and concise issue descriptions.
- Support remote users in troubleshooting and resolving technical problems, utilizing remote support tools.
- Maintain an organized and up-to-date knowledge base, documenting common issues and resolutions for quick reference.
- Provide excellent customer service by delivering clear communication and maintaining a professional demeanor.
- Collaborate with team members on IT projects and initiatives.
- All other duties as assigned through IT.



Qualifications:

- Excellent communication skills, both written and verbal, to interact effectively with end-users.
- Strong problem-solving skills and an ability to follow structured troubleshooting procedures.
- Patience and a customer-oriented mindset for dealing with users of varying technical backgrounds.
- Ability to work collaboratively in a team environment and adapt to changing priorities.
- Bilingual is a plus.

Working Conditions:

- This position typically operates during regular business hours, with occasional on-call availability for urgent technical issues.
- Physical demands may include occasional lifting and moving of equipment and hot/cold environments. Occasional use of lifts and climbing equipment may be required.

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.