



## IT Support (All Levels) - Full Time

**Position Title:** IT Support (All Levels)

**Department:** ELM Helpdesk

**Job Type:** Full Time, Salary DOE

ELM Utility Services, with over 1000 employees nationwide, has an outstanding opportunity as an IT support position available in Missoula, Montana. This is an opportunity to be a part of one of the largest and most respected companies in the utility locating industry. ELM is a great place to build your career while also offering an excellent compensation and a comprehensive benefits package.

The ideal candidate will provide end-user phone, e-mail, and remote support on proprietary systems, support company computer applications & platforms, troubleshoot technical problems, and advise on appropriate action when necessary.

### Main Responsibilities:

- Respond to requests for technical assistance via phone/remote
- Diagnose and resolve technical hardware & software issues
- Research technical questions using available information resources
- Log all help desk interactions and redirect problems to appropriate personnel
- Identify & escalate situations requiring urgent attention
- Track & route problems, requests, and document resolutions
- Stay current with system information, changes, and updates

### Minimum Education/Experience:

- 2-year degree in a related field OR
- 2-years' Experience in a related field

### Competencies:

- Attention to detail & a customer service mindset required
- 2+ years proven experience in a structured support environment preferred
- Previous Phone/Laptop repair experience strongly preferred
- Tier 1-2 application and MS support experience desired
- Network & server support experience desired

### Pay & Benefits:

- Salary DOE
- Medical, Dental, Vision, FSA/HSA, and Life Insurance

To apply for this position, please send cover letter and resume to [itmanager@elmutility.com](mailto:itmanager@elmutility.com).