Flowco
Production Solutions

We Are Artificial Lift. It's what we do. All day. Everyday.

Flowco is redefining well "optimization" with the very latest in USA manufactured gas lift and plunger lift technologies and delivering unrivaled customer support wherever and whenever you need it.

We are seeking a **Senior Service Desk Technician** to become an integral part of our team!
Position can be located in **Broussard, LA, Houston, TX, or Midland, TX**

Job Summary:

The Senior Service Desk Technician monitors, manages, and resolves IT Service Desk incidents in accordance with IT Incident Management Procedures.

Job Roles and Responsibilities:

- Assist with developing a support structure that follows the latest ITIL framework.
- Coordinates with Field Technicians as well as Senor level technical engineers.
- Receives, manages, schedules, responds to customers, and troubleshoots support requests.
- Document's incidents, problems, interaction, and resolution within service desk application. Communicates status of problems to customers.
- Monitors and manages group and individual service desk queues. Reviews, prioritizes, and assigns service requests to the appropriate group to perform the work requested.
- Creates and administers employees and computer accounts in Active Directory. Provides support and information to customers on usage of key applications.
- Provides technical guidance and support services to the field offices. Installs and maintains desktop hardware, software, and peripherals. Records and manages hardware and software inventory. Images and distributes workstation computers to new and current employees as needed. Collaborates with the Systems and Network Engineering group to ensure efficient operation of desktop and server computing environment. Administers the company VoIP and digital telephone systems. Research new technology and telephony tools performs upgrades and routine system maintenance as needed. Configures and manages computer imaging software for all current computer models.
- Manages and supports all company issued Verizon wireless and AT&T wireless cell phones. Works directly with cell phone providers to manage the corporate accounts. Handle the cell phone lifecycle from cradle to grave.
- Participates in projects including but not limited to implementing new IT technologies; Conducts research for desktop products in support of IT hardware procurement and development efforts. Writes technical specifications for purchases. Participates in developing long-term strategies, performs analysis and capacity planning to anticipate and meet future customer hardware needs. Evaluates and recommends products for purchase. Works closely with and manages vendors and/or consultants providing technology services to Flowco Production Solutions.
- Maintains IT support reference library. Develops and maintains an up-to-date inventory of all customer IT assets.
- Plans for and organizes testing software and hardware to evaluate ease of use and whether product will improve productivity of customers.
- Provides 24 x 7 on-call and on-site support as needed to maintain uptime in the production environment. Travels on behalf of the Company on an as needed basis.
- Undertakes other duties and projects as may be assigned from time to time.

Position Special Responsibilities:

- Domestic travel may be required to support the completion of IT projects and/or provide in-country branch office support (approximately 5% annually).

Requirements:

- Expertise in using the ITIL or ITSM functions in ManageEngine ServiceDesk Plus, including dashboards, reports, and role management. Or have equivalent experience in a similar tool, like ServiceNow.
- Expertise in creating presentations about ITIL processes metrics.
- Strong Experience performing continuous improvement of ITIL processes leading to the better outcomes in SLOs an KPIs.
- Strong knowledge of the Request Fulfillment and Change Management ITIL processes.
- Strong knowledge of creating and delivering classroom training and self-paced training.
- Expert knowledge of Microsoft Windows Operating Systems and Microsoft Office, Office 365 Suite and Applications. Expert knowledge of PC Software/Hardware installation, troubleshooting and repair.
- Excellent knowledge supporting a Citrix StoreFront and application delivery.
- Excellent knowledge performing basic ERP system support.
- Excellent critical thinking skills and sound judgment. Proven ability to make critical, timely and sound decisions based on accurate judgment.
- Strong knowledge of creating documentation including Knowledge Articles, Runbooks, Technical Specification documents and FAQs.
- Excellent customer service skills.
- Excellent knowledge working directly with cell phone providers. Deep experience supporting Android and Apple cell phones.
- Ability to multi-task in fast paced environment, exercise patience and professionalism during stressful situations and follow established guidelines and instructions.
- Excellent verbal and written communication skills.
- Fluency in English, written and oral.
- Accuracy, attention to detail.
- Ability to work on an on-call basis.
- Bachelor's degree and four years' related IT experience; or eight years related IT experience.
- A+, MCP or equivalent IT professional certification preferred.
- ITIL Certification
- Experience in customer support using industry standard service desk applications, such as, Manage Engine ServiceDesk Plus required.
- Experience with industry standard software deployment solution and Microsoft Active Directory preferred.
- Experience supporting a remote workforce using mobile device management and remote access technology, such as Microsoft 365 Intune preferred.
- Equivalent combination of education and experience.
- A passion for providing excellent customer support.
- Must have U.S. work authorization.

Please send resumes to careers@flowcosolutions.com.