



## **PG&E Talent Connect**

### ***Job Posting Title***

Computer Client Field Analyst

Job Posting Date: 12/06/2016

Requisition #: 53895122-E01

Job Category: Information Technology

Job Level: 2. Individual Contributor

### ***Company***

Based in San Francisco, Pacific Gas and Electric Company, a subsidiary of PG&E Corporation (NYSE:PCG), is one of the largest combined natural gas and electric utilities in the United States. And we deliver some of the nation's cleanest energy to our customers in Northern and Central California. For PG&E, "Together, Building a Better California" is not just a slogan. It's the very core of our mission and the scale by which we measure our success. We know that the nearly 16 million people who do business with our company count on our more than 24,000 employees for far more than the delivery of utility services. They, along with every citizen of the state we call home, also expect PG&E to help improve their quality of life, the economic vitality of their communities, and the prospect for a better future fueled by clean, safe, reliable and affordable energy.

Pacific Gas and Electric Company is an Affirmative Action and Equal Employment Opportunity employer that actively pursues and hires a diverse workforce. All qualified applicants will receive consideration for employment without regard to race, color, national origin, ancestry, sex, age, religion, physical or mental disability status, medical condition, protected veteran status, marital status, pregnancy, sexual orientation, gender, gender identity, gender expression, genetic information or any other factor that is not related to the job.

### ***Department Overview***

Information Technology is a unified organization comprised of various Departments, which collaborate effectively in order to deliver high quality technology solutions. The Mobile Infrastructure-Operations-Support landscape within PG&E is a high growth and rapidly changing environment which operates 24x7x365 and presents several challenges in providing leading support and service to a diverse user community. The devices and software is wide ranging and includes: ruggedized laptop, hand held test equipment, smart phones and tablets.

### ***Position Summary***

The Computer Client Field Analyst provides face-to-face (desk side) computer technical support for internal PG&E clients. Troubleshoots and analyzes technical problems relating to computers, printers, and other PC peripheral devices. Determines equipment requirements and prioritizes equipment replacement schedules per department standards. Analysts may participate in



development of information technology and infrastructure projects. Supports and maintains effective face to face relationships with clients. Strong customer service skills are important in this position.

The Mobile CCFA will have the challenge of understanding our client and project needs and supporting a client base that will grow from 3,000 to 10,000 sometime within 2014. We are looking for someone with a strong mobile computing background and an equally strong client focus.

### **Qualifications**

Minimum:

- AA/AS in Computer Science, Business, Engineering or equivalent work experience
- Experience and knowledge of PG&E Gas and Electric operations or other Utilities
- Experience with NetOps remote support
- Excellent oral and written communication skills
- 3 – 5 years' experience in service/help center or field support

Desired:

- BA/BS in Computer Science, Business, Engineering or equivalent work experience.
- Experience with NetOps remote support
- ITIL IT Service Management Certification
- Experience and knowledge of PG&E Gas and Electric operations or other Utilities
- Excellent oral and written communication skills
- Project Management skills
- Customer Focus, Strong customer service skills are important in this position.
- Acting with integrity and communicating honestly and openly
- Having a mind-set of excellence and passion for delivering for our customers and shareholders
- Taking accountability for all of our actions

### **Responsibilities**

The successful candidates will be responsible for supporting Mobile Connect equipment in the field, maintaining and tracking of inventory, servicing and maintaining hot spares that may be in possession of the Mobile CCFA's or strategically placed with other CCFA's or with Line of Business Supervisors. May be required to image and provision multiple LOBs ruggedized hardware requests and maintain a regions mini depot to support a timely repair & return process. Other duties those are necessary to provide an industry leading level of support for PG&E mobile environment.

This person must have a high standard of delivering a quality product and drive client satisfaction. You should also be a safety champion.

- After-hours on-call rotational schedule, typically two weeks every other month
- The Mobile Operations Support CCFA will need to support the Mobile platform, FAS and the MDE environment which includes smart phones and tablets. It is also expected that if the Mobile CCFA will be available to assist the local CCFA with general support work when time permits
- Ensures accurate and timely documentation of work (e.g., service tags, time reports, etc.), by daily updating of Service Requests in SMC and ISTS Billing database.
- Provides after-hours, on-call support for urgent issues on Mobile Connect hardware issues as needed.



- Takes appropriate action (e.g., phone calls, pages, emails, etc.) to contact clients to troubleshoot or resolve issue.
- Ensures processes and procedures for installation and troubleshooting, are appropriately documented (e.g. Knowledge base), by submitting feedback to individuals responsible for updates.
- Be able to work independently in multiple environments

Employment Type: Administrative

Schedule: Full-time

Work Location: Vacaville Grid Control Center

City: Vacaville

Zip Code: 95688