

IT Support Specialist I

Information Technology Department Ozark Electric Cooperative

Start More Than a Job. Build a Career.

Technology is at the heart of everything we do at Ozark Electric Cooperative. Our IT team supports the systems that help provide reliable electric service to more than 30,000 members across southwest Missouri. Every computer, network connection, security system, and business application plays a part in that mission.

We're looking for someone who enjoys helping people, solving problems, and learning new technology. If you're motivated, dependable, and eager to grow, we'll provide the opportunity and mentorship to help you build a successful career in Information Technology.

You don't need to know everything on your first day. We believe technical skills can be developed. Character, work ethic, curiosity, and a willingness to learn are much harder to teach.

What You'll Do

As an IT Support Specialist I, you'll be the first point of contact for employees needing technical assistance while gaining experience with the enterprise technologies that support our cooperative.

Your responsibilities will include:

- Deliver friendly, professional technical support to employees in person, by phone, and remotely.
- Troubleshoot hardware, software, printers, mobile devices, and other technology issues.
- Install, configure, and deploy desktop computers, laptops, monitors, and related equipment.
- Assist with Microsoft Windows, Microsoft 365, Outlook, Teams, and SharePoint support.
- Create and maintain user accounts within Active Directory and Microsoft 365.
- Document support requests, resolutions, and technical procedures.
- Assist with workstation imaging, software deployment, and inventory management.

- Participate in technology upgrades and department projects.
- Follow cybersecurity best practices and help protect cooperative systems and information.
- Escalate complex technical issues while continuing to learn from experienced team members.

Technologies You'll Experience

During your career at Ozark Electric Cooperative, you'll have opportunities to work with technologies such as:

- Microsoft Windows
- Microsoft 365
- Active Directory
- Windows Server
- VMware virtualization
- Cisco networking
- Microsoft Intune
- Enterprise business applications
- Cybersecurity tools
- Cloud technologies

Previous experience with every technology listed is not expected. We're looking for someone who is excited to learn.

What We're Looking For

The ideal candidate is someone who:

- Enjoys helping others.
- Takes pride in solving problems.
- Communicates professionally with both technical and non-technical users.
- Has a positive attitude and strong work ethic.
- Is dependable and accountable.

- Is organized and pays attention to detail.
- Enjoys learning and adapting to new technologies.
- Works well independently and as part of a team.

Minimum Qualifications

- High school diploma or equivalent.
- One year of IT experience, technical education, or an equivalent combination of education and experience.
- Valid driver's license.

Preferred Qualifications

- Associate degree in Information Technology, Computer Science, Cybersecurity, or a related field.
- CompTIA A+, Network+, Security+, or similar certifications.
- Experience supporting Microsoft Windows and Microsoft 365.
- Basic understanding of networking concepts.

Career Growth

We don't believe entry level positions should stay entry level forever.

Ozark Electric Cooperative is committed to developing employees who demonstrate initiative, professionalism, and a desire to learn. This position is designed to provide the foundation for long-term career growth within our IT department.

Future opportunities may include:

- Systems Administration
- Enterprise Systems
- Networking
- Cybersecurity
- Infrastructure
- Cloud Services
- IT Project Management

We believe in promoting from within whenever possible and investing in employees who are ready to take the next step.

Why Join Ozark Electric Cooperative?

When you join our team, you'll do more than answer support tickets. You'll become part of a department that values teamwork, continuous improvement, and professional development.

You'll work alongside experienced professionals, gain exposure to enterprise technologies, and build skills that will benefit you throughout your career.

If you're looking for a place where your contributions matter and your career can grow, we'd love to hear from you.