



TEMPORARY IT SPECIALIST POSITION ANNOUNCEMENT

ABOUT THE COMPANY

Cascade Energy, Inc. specializes in industrial energy efficiency providing targeted energy analysis for capital projects funded by utility incentive programs, as well as comprehensive corporate energy management services and utility program management. Founded in 1993 our work has spread from the Pacific Northwest to most of North America. Cascade works with companies ranging from small to Fortune 500 and we are proud of our reputation for stellar high-quality work. The company has a culture of equals - initiative, ownership, and contribution in all areas are encouraged. Please see www.cascadeenergy.com for further information about who we are and how we work.

ABOUT THE POSITION

This is a temporary position of 3-4 months with the potential for full-time employment. Cascade's IT Specialist will function as the first-level technical support contact for 75+ users throughout the U.S. This position will receive inbound support requests via phone, email, or by use of an automated ticketing system. While many of the support issues will be resolved using remote-control technologies polished communicators with prior helpdesk experience supporting Microsoft technologies are preferred. This position also conducts proactive one-on-one training of employees on Windows and Office productivity in a highly collaborative environment that utilizes the newest Microsoft technologies including Windows 7, Office 2010, and SharePoint 2010. The ideal IT Specialist will grasp new technical concepts quickly, communicate effectively, and have a passion for helping others.

Job roles include:

- **User Support - Primary Support Contact:** provide first-level phone, in-person, and remote support for 75+ users between four offices
- **Systems Support - Laptops (XP and Windows 7):** support Cascade's current fleet of Windows XP laptops
- **New Technologies - SharePoint 2010 and Office 2010:** expand your knowledge while responding to end-user productivity issues while Cascade transitions into a highly collaborative MS SharePoint 2010 environment
- **Support:** resolve end-user smartphone issues rising from a mobile fleet of Verizon HTC Droid Eris devices
- **Technical Writer:** create and enhance standard documentation to assist with technical tasks and recurring issues

QUALIFICATIONS

Cascade seeks an entry-level candidate who is an effective problem solver with excellent communication and analytic skills. The candidate must possess a strong work ethic, desire to learn quickly, and a proven ability to multi-task.

Candidates with the following skills/experience will be given the highest consideration:

- A four-year college degree in a technical field
- Strong knowledge of Microsoft technologies including Windows 7 and Office 2010
- General knowledge of a Microsoft Windows domain environment
- Experience supporting a Microsoft Exchange/Outlook environment
- General knowledge of LAN/WAN systems and networking concepts
- Experience working with a helpdesk ticketing system
- Ability to travel 5-10% between Oregon, Utah, and Washington office locations

APPLICATION PROCESS

To apply please submit an application via the Careers Page of our website at www.cascadeenergy.com. Include an updated resume, at least two professional references, and a cover letter addressing how your prior experience fulfills the qualifications listed above. Incomplete applications will not be considered.

COMPENSATION

The successful candidate for the IT Specialist position will receive a competitive salary (specific amount will depend on experience) as well as excellent benefits.

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