



PC & Helpdesk Support Technician – Pittsburgh, PA

Seneca Resources Corporation, the oil & gas exploration and production subsidiary of National Fuel Gas Company (NYSE: NFG), is currently seeking a PC & Helpdesk Support Technician at its East Division office in Pittsburgh, PA.

The PC & Helpdesk Support Technician will serve as an integral member of the Information Technology team with responsibilities including, but not limited to, the following:

- Monitoring and maintaining helpdesk requests including supporting PCs, application software, IP based phones, printers, video and audio equipment and other hardware
- Performing basic network troubleshooting to isolate and assist with diagnosing common networking issues
- Providing user base support at local field offices for network, application, and hardware systems
- Supporting and maintaining virus detection systems and performing system cleanups as needed
- Responsible for local office PC setups, configurations, installations, and documentation
- Assisting with hardware vendors to provide warranty work on local hardware
- Maintaining local printers, scanners, plotters, and other none PC related hardware
- Working with other personnel on projects for field testing of new or existing technology
- Assisting in maintaining the corporate file structure. Modifying permissions, group memberships and documentation
- Monitoring and maintaining various backups within the local environment
- Providing support of all local field offices phone circuits, including: initiating support calls, tracking service requests, scheduling of installs, and maintaining contracts with the circuit carriers
- Providing remote user support after hours as needed on an on-call rotation.

This position requires a high school diploma with three to five years experience. While it is not required, it is preferred that the candidate have a Bachelor's degree in IT, MIS, or similar concentration. Strong written and verbal communication skills, as well as strong organizational skills, are required. The ability to be a team player is essential.

Candidates responding to this ad must refer to the job title, PC & Helpdesk Support Technician, or Job ID #12-20PA in their correspondence. For confidential consideration, please send your resume, cover letter and employment references by December 2, 2011 to jobs@srcx.com or to:

**Seneca Resources Corporation
Human Resources
PC & Helpdesk Support Technician
Position #12-20PA
5800 Corporate Drive, Suite 300
Pittsburgh, PA 15237**

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