



Service Desk Analyst – Buffalo, NY

National Fuel is seeking an experienced **Service Desk Analyst** for an outstanding career opportunity at our **Williamsville, NY** location. As a member of the National Fuel team, you will enjoy an exciting and challenging work environment where top performance is recognized and rewarded. Our commitment to excellence and customer satisfaction sets us apart, and our IT Service Desk plays a crucial role in delivering exceptional support and ensuring seamless technology operations.

PRIMARY RESPONSIBILITIES:

- Serve as the point of contact for IT-related inquiries and incidents, providing exceptional customer service via various channels (phone, email, chat, in person).
- Document incidents and service requests in a detailed and accurate manner, ensuring proper ticket management and adherence to established protocols.
- Support in office and remote employees with hardware and software support including application deployment, and PC Imaging and deployment.
- Efficiently diagnose and resolve complex technical issues. Collaborate with vendor support and cross-functional teams to drive incident resolution.
- Contribute to the creation and maintenance of knowledge base articles and support documentation.
- **Ability to travel to multiple locations in support of IT needs in our New York and Pennsylvania service territories.**

MINIMUM QUALIFICATIONS:

- Associate degree in Computer Science, Management Information Systems, or related field.
- 3+ years of experience in an IT Service Desk or technical support role, demonstrating strong troubleshooting and problem-solving skills with a customer focus and a passion for delivering exceptional service.
- Strong knowledge of Windows OS (10/11), including imaging, group policy, file/folder permissions.
- Hardware troubleshooting experience focused on modern desktop/laptop/tablet/printer equipment.
- Familiarity with ticketing systems, remote support tools, and application deployment tools.
- Excellent verbal and written communication skills, with the ability to explain technical concepts clearly and concisely.

PREFERRED QUALIFICATIONS:

- Bachelor's degree in Computer Science, Management Information Systems, or related field.
- High level of initiative, professionalism, and leadership with strong interpersonal/communications skills.
- Well organized and self-motivated with focus on strong customer service and issue resolution.
- Exceptional analytical and problem-solving skills with strong technical competencies.
- 2-4 years' experience in End User Computing, Systems Administration or Systems Engineering (or equivalent).
- Experience with Remote deployment and scripting in PowerShell/Batch. Package Manager/IVANTI Endpoint Manager a plus.
- Experience working in and manipulating –
 - Active Directory & Azure AD
 - Windows Group Policy
 - Windows Server 2016/2019 (and newer)
 - Intune (or other MDM)
 - VMWare Horizon/vSphere
 - M365 Admin Center

ABOUT NATIONAL FUEL:

National Fuel is a diversified energy company headquartered near Buffalo, NY. Our employees continue to be the most important part of our Company and have made us who we are today. We are dedicated to the communities in which we live, work, and have 2,000+ employees in Western NY and Northwest PA. National Fuel is proud to have an inclusive workplace where hard work is rewarded and promotion from within is supported. We offer exciting career opportunities for talented and ambitious job seekers and encourage you to apply today.

COMPENSATION AND BENEFITS:

The rate of pay will be commensurate with experience and will range from **\$62,500 – \$80,000**

This job posting contains a pay range, which represents the range of pay that National Fuel believes, in good faith, at the time of this posting that it might be willing to pay for the posted job. The specific base pay offered to a successful applicant will be based primarily on relevant professional experience. Other components that may be considered include: individual qualifications, licensures, industry specific experience, education and market demands for specialized skills. The pay range is subject to change at any time based on various internal and external factors. Exempt positions will also be eligible for an Annual Cash Bonus Plan.



National Fuel offers a comprehensive benefits package including the following:

- Medical and Prescription Drug Coverage
- Dental Coverage
- Vision Coverage
- 401(k) with Company Match
- Company Funded Retirement Savings Account
- Flexible Work Schedule
- Paid Time Off
- Paid Company Holidays
- Parental Leave for Mothers and Fathers
- Tuition Reimbursement
- Life Insurance
- Long Term Disability Insurance
- Flexible Spending Account
- Charitable Giving Programs

HOW TO APPLY:

Any candidate offered a position with National Fuel will be required to successfully complete a pre-employment drug test. For confidential consideration, please submit your resume and cover letter (preferably in PDF format) by

October 30, 2026, to jobs@natfuel.com

Please reference position **#26-100NY Service Desk Analyst** in the subject line of your email.

National Fuel is a proud equal employment opportunity employer. We believe our differences makes us all better, pushing us to look at things differently while enriching our own personal life experiences. That's why we're committed to building a diverse workforce and an equitable and inclusive work environment.

We celebrate diversity and do not discriminate based on race, color, religion, sex, gender, gender identity, gender expression, sexual orientation, national origin, disability, veteran status, or any other legally protected basis.