

## **JOB DESCRIPTION**

**JOB TITLE:** IT Technician

**JOB STATUS:** Hourly

### **GENERAL DESCRIPTION OF WORK PERFORMED:**

Installs and maintains computer systems and networks aiming for the highest functionality. Trains users of the systems to make appropriate and safe usage of the IT infrastructure. Must have a thorough knowledge of computer software and hardware and a variety of internet applications, networks and operating systems. Sets up workstations with computers and necessary peripheral devices. Checks computer hardware to ensure functionality. Provides orientation and guidance to users on how to operate new software and computer equipment. Organizes and schedules upgrades and maintenance without deterring others from completing their work. Performs troubleshooting to diagnose and resolve problems. Maintains records/logs of repairs and fixes and maintenance schedule. Identify computer or network equipment shortages and place orders.

### **DESIRABLE EDUCATION AND EXPERIENCE:**

Associate degree in Computer Science or related field or at least 6-8 years' experience as an IT Technician or equivalent required. Certification as an IT Technician desired (e.g. CompTIA A+ or Microsoft Certified IT Professional) certification desired.

### **SPECIFIC JOB REQUIREMENTS MAY INCLUDE**

(But are not limited to)

1. Must be a high school graduate (GED acceptable)
2. Must have a high level of analytical problem-solving and organizational skills
3. Must possess excellent written and verbal communication skills
4. Must be capable of independently resolving frequent customer issues and complaints
5. Must possess outstanding organizational and time-management skills
6. Must possess a good knowledge of internet security and data privacy principles
7. Must possess a valid MS driver's license
8. Must be insurable on Authorities auto insurance policy
9. Must maintain a residence which allows a reasonable response time

**REPORTS TO:** IT Manager