

IT Tech I IT User Support Technician

GENERAL STATEMENT OF DUTIES:

Performs technical tasks that encompass the installation, administration, and optimization of technology solutions and related devices for users and departments. Ensures the availability of systems, configuring new implementations, and ongoing support existing installations. Ensures the physical security, integrity, and safety of all technology solutions. Participates in the installation, monitoring, maintenance, support, and optimization of all hardware, software, and communication links. Works under the supervision of the Chief Information Officer or designated staff member.

STATEMENT OF TASKS:

Receive, review, and implement requests from the department leadership;
First Line troubleshooting of computer and peripheral issues and provides hardware replacement, cleaning or repair as needed;
Answers Help Desk line and interfaces with public;
Works closely with both technical and non-technical staff to resolve, document, and support a variety of issues and services;
Provisions user accounts across a variety of hosted services;
Deploys, and maintains end user computing devices and peripherals;
Administers security solutions on all supported systems;
Creates and maintains documentation as it relates to configuration, processes, system changes, service records and security configuration;
Supports equipment including: desktop, mobile devices, printers, telephone, conference room equipment, and their associated operating systems and software;
Assist with monitoring the operation and performance of department specific applications and troubleshoot and resolve problems;
Assist with providing training and written documentation for support personnel, internal/external customers, management, and others as necessary;
Assist in research on relevant technology products, services protocols, and standards to remain abreast of developments in the IT industry;
Attend training (seminars, conferences, trade shows, or other ongoing education) to ensure minimum skill levels and certifications (or equivalent) in all applicable technologies, and to ensure familiarity with new and emerging technologies and trends in supported systems;
Ensure consistent documentation, training and certification on systems, processes and procedures.

The class specification above is intended to be sufficient to identify the class and be illustrative of the many duties that may be assigned. It should not be interpreted to describe all of the duties an employee assigned to this class may be required to perform.

REQUIRED KNOWLEDGE SKILLS AND ABILITIES:

Highly self-motivated and directed;

Knowledge and configuration of End User Computing Equipment including Desktop, Mobile, Print and Conference Room solutions;

Knowledge and configuration of Department specific software and technology solutions;

Knowledge and configuration of Desktop Management solutions;

Knowledge and configuration of IT Security best practices;

Ability to work in and remain professional in high stress environment;

Ability to conduct research across a wide range of computing issues;

Ability to analyze design and architect appropriate technology solutions;

Passion for continuous learning.

MINIMUM QUALIFICATIONS (Must meet at least one each of A and B):

A. At least one of the following:

- a) Sixty (60) semester hours with at least 20 semester hours in the field of computer science, information sciences, or a related field, and; Three (3) years current IT work experience, with at least one year supporting specific systems currently in use

-OR-

- b) Five (5) years current IT work experience, with at least one year supporting specific systems currently in use

B. Minimum Certification:

- a) Possess and maintain Comptia A+ or Microsoft certification

-OR-

- b) Possess equivalent manufacturer or third-party certification supporting, configuring, and administering other major technologies in use as determined by the department head*.

SPECIAL REQUIREMENTS: Certifications and other job-related trainings will be required and will change from time to time as determined by the CIO.


Human Resources Director