

IT Technician I

GENERAL STATEMENT OF DUTIES: Performs technical tasks that encompass assisting with studies of computer related objectives and training as they relate to departments; works under the general supervision of the Information Services Director; performs related duties as required. Work involves changing requirements and priorities with both technical and non-technical staff; flexibility and humility are imperative.

STATEMENT OF TASKS:

- Assists in conducting studies with end user departments to determine their computer related objectives;
- Trains and assists users in the utilization of computer hardware and software;
- Trains and assists users in the utilization of IP Telephone hardware and software;
- Assists in conducting annual studies of computer utilization;
- Repairs, upgrades, and installs computer hardware within authorized guidelines;
- Assists in project development utilizing fourth generation programming languages and other software packages which concerns databases, spreadsheets and word processing;
- Works closely with both technical and non-technical staff to resolve, document, and support a variety of issues and services;
- Provisions and manages users accounts across a variety of hosted services;
- Assists the Systems Engineer in preparing, deploying, and maintaining systems and software updates;
- Assists the Systems Engineer in developing and improving automations for systems management;
- Resolves all issues and requests promptly,
- Ensures issues are documented thoroughly once resolved.

The statement of tasks 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:

Knowledge of personal computers and a working knowledge of sophisticated software systems including, but not limited to word-processing, spreadsheets and data bases;

Knowledge of work measurement tools such as time and motion studies and work load analysis as they relate to office automation;

Knowledge of computer networks;

Ability to train employees in the use of hardware and software;

Ability to do minor hardware repairs and upgrades;

Ability to assist in project development;

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Ability to communicate both orally and in writing effectively;
Ability to maintain good interpersonal relationships;
Ability to work independently and as a member of a team;
Ability to attend work regularly, work under stressful conditions.

MINIMUM QUALIFICATIONS

Sixty (60) semester hours of college coursework with at least twenty (20) semester hours in business and/or computer courses and three (3) years of experience with personal computers including the use of various software packages such as data bases, spreadsheets, word processing and fourth generation languages, and A+ certification or equivalent training;

OR

Five (5) years of experience with personal computers in a windows environment including the use of various software packages on a P.C. based network such as data bases, spreadsheets, word processing and fourth generation languages, and A+ certification or equivalent training.

SPECIAL REQUIREMENTS: Dell Repair Technician certification must be obtained within the first year and maintained each year thereafter. Current Microsoft Certification as deemed necessary by the IT Director, if such certification has not already been obtained before employment.



Human Resources Director

Established: July 24, 2012
Revised: November 18, 2014