

JOB DESCRIPTION

Job Title: Information Technology Support Technician
Reports To: GIS/IT Manager
FLSA Status: Non-Exempt
Department: Geographic Information Systems (GIS) / Information Technology (IT)
Date: November 7, 2023

Salary: TBD

Summary:

Provide technological support to staff. Analyze, troubleshoot, and evaluate technology issues. Monitor and maintain the company computer systems, install, and configure hardware and software.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

- Act as primary point-of-support for computer desktop-related issues.
- Recommend information technology strategies, policies, and procedures by evaluating outcomes, identifying problems, evaluating trends, and anticipating requirements.
- Install and configure computer hardware, software, systems, printers, and scanners.
- Monitor and maintain computer systems.
- Respond in a timely manner to service issues and requests.
- Provide technical support across the company.
- Assist in the creation of employee badges.
- Repair and recommend replacements to hardware as necessary.
- Maintain equipment replacement schedules.
- Maintain an IT asset-tracking program.
- Provide printer maintenance.
- Create pre-orders for IT equipment and mobile devices.
- Commute as needed to acquire parts and equipment.
- Primary on-site point of contact for IT issues (multiple locations).
- Maintain helpdesk ticketing system and escalate tickets accordingly.
- Assist the IT Services and Security Administrator.
- Troubleshoot and assist users with Mobile devices and IT equipment.
- Perform other tasks as designated by supervisory personnel.

Qualifications:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education/Experience:

One year or more of college or technical school; or three (3) years related experience and/or training; or equivalent combination of education and experience.

Language Ability:

Ability to read, analyze, and interpret common technical journals, written procedures, and instruction manuals. Ability to write routine reports and correspondence. Ability to effectively

present information in one-on-one and small group situations to customers, clients, and company employees.

Math Ability:

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

Reasoning Ability:

Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

Computer Skills:

Word Processing, Excel, E-Mail, Internet Software.

Other Knowledge, Skills, & Abilities:

None is required for this position.

Certificates and Licenses:

None is required for this position.

Supervisory Responsibilities:

This position has no supervisory responsibilities.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is occasionally exposed to work near moving mechanical parts and risk of electrical shock. The noise level in the work environment is usually moderate.

Physical Demands:

The described physical demands are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee regularly uses hands to finger, handle, or feel; reach with hands and arms; and talk or hear. The employee is frequently required to stand, walk, or sit. The employee may occasionally lift and/or move up to 50 pounds.

Specific vision abilities required by this job include close vision, distance vision, depth perception, and ability to adjust focus.