

To perform this job successfully, an individual must be able to perform the job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions herein described. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in the job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were actually written out in this job description.

COMPUTER SUPPORT TECHNICIAN I

Department: Administration – Information Technology
Pay Grade: 591
FLSA Status: Non-Exempt
Reports to: Information Technology Manager
Effective Date: July 30, 2018

JOB SUMMARY

This position is responsible for troubleshooting and resolving issues and problems arising in desktop environments that run on the Windows operating. The duties include troubleshooting issues relating to hardware, software, operating systems, peripherals and applications; providing an appropriate level of advice on technical issues to a non-technical audience; and handling miscellaneous troubleshooting calls and Help Desk issues. The position receives detailed direction and supervision from the IT Supervisor

JOB FUNCTIONS

Essential Functions:

- Provides timely response to IT support requests via helpdesk application, phone, or email.
- Documents employee requests and resolution.
- Installs, maintains, and troubleshoots software on computers for end users.
- Assists users with program functions.
- Performs computer updates and upgrades to software.
- Documents IT-supported assets and environments using diagrams and other written materials.
- Answers user inquiries regarding computer software or hardware operations.
- Troubleshoots PC's, servers, and peripheral devices (printers, scanners, internet applications, etc.) to resolve user problems and improve efficiency of operations.
- Reads technical manuals, confer with users, or conduct computer diagnostics to investigate and resolve problems or to provide technical assistance and support.
- Performs planned support and maintenance activities during scheduled times.
- Stays current on new technologies, concepts, and processes as needed or requested by Management through reading journals, articles, reports and attending training.

- Arranges for warranty repair of equipment from manufacturers.
- Seeks opportunities to improve knowledge and skills and serves as an integral part of the Support Team.

Other Functions:

- Assists other departments as assigned.
- Performs other related duties as required/assigned.

QUALIFICATIONS**Education and Experience:**

High school diploma or equivalent and an Associate's Degree in a computer-related field OR 2 years' experience successfully resolving technical issues with common business software applications. Microsoft, Cisco, or CompTIA Certifications are not required but are helpful.

Special Qualifications:

Possession of or ability to obtain a valid Driver's License within 60 days of employment.

Knowledge, Skills, and Abilities:

- Knowledge of common office/business and Windows applications and the functions of a Windows Domain Environment.
- Knowledge of Windows Desktop Operating System.
- Knowledge of hardware and software functions and networking.
- Knowledge of operational and procedural aspects of computer systems, hardware, software and peripheral equipment.
- Skill in technical troubleshooting problems with computer systems, hardware, software and peripheral equipment.
- Ability to use inductive and deductive reasoning and logic to identify strengths and weaknesses of alternative solutions, conclusions, or approaches to a problem.
- Ability to communicate orally and in writing with employees at all levels of the organization.
- Ability to multi-task and prioritize urgent issues; change easily and frequently from one activity to another.
- Ability to think creatively and innovatively to solve user problems and troubleshoot issues.
- Ability to show accountability and ownership of issue resolution.
- Ability to show careful attention to responsibilities and acceptance and execution of all work assignments.
- Ability to maintain and complete minor repairs of peripherals including printers, fax machines, office scanners, and computers.
- Ability to read, comprehend and interpret general business periodicals, professional journals, policies, manuals, instructions, and technical procedures.
- Ability to give full attention to what other people are saying, taking time to understand

the points being made, asking questions as appropriate, and not interrupting at inappropriate times.

- Ability to establish and maintain interpersonal relationships with a wide variety of individuals.
- Ability to exercise initiative and be willing to take on new responsibilities and challenges.
- Ability to pay careful attention to details and be thorough in completing work tasks.
- Ability to be flexible, open to change and to considerable variety in the workplace and assigned tasks.
- Ability to have regular and predictable work attendance.

PHYSICAL DEMANDS

The work is medium work which requires exerting up to 50 pounds of force occasionally, and/or up to 30 pounds of force frequently, and/or up to 10 pounds of force constantly to lift, carry, push, pull or otherwise move objects, including the human body. Additionally, the following physical abilities are required:

- Balancing: sufficient to maintain body equilibrium to prevent falling while walking, standing or crouching on narrow, slippery, or erratically moving surfaces. The amount of balancing exceeds that needed for ordinary locomotion and maintenance of body equilibrium.
- Climbing: sufficient to ascend or descend ladders, stairs, scaffolding, ramps, poles and the like, using feet and legs and/or hands and arms. Body agility is emphasized.
- Crawling: sufficient to move about on hands and knees or hands and feet.
- Crouching: sufficient to bend the body downward and forward by bending leg and spine.
- Feeling: sufficient to perceive attributes of objects, such as size, shape, temperature or texture by touching with skin, particularly that of fingertips.
- Grasping: sufficient to apply pressure to an object with the fingers and palm.
- Handling: sufficient to pick, hold, or otherwise work, primarily with the whole hand.
- Hearing: sufficient to perceive the nature of sounds at normal speaking levels with or without correction. Ability to receive detailed information through oral communication, and to make the discrimination in sound.
- Kneeling: sufficient to bend legs at knee to come to a rest on knee or knees.
- Lifting: sufficient to raise objects from a lower to a higher position or moving objects horizontally from position-to-position. Occurs to a considerable degree and requires substantial use of upper extremities and back muscles.
- Mental Acuity: sufficient to make rational decisions through sound logic and deductive processes.
- Pulling: sufficient to use upper extremities to exert force in order to draw, haul or tug objects in a sustained motion.
- Pushing: sufficient to use upper extremities to press against something with steady force in order to thrust forward, downward or outward.
- Reaching: sufficient to extend hand(s) and arm(s) in any direction.

- Repetitive Motion: Substantial movements (motions) of the wrist, hands, and/or fingers.
- Speaking: sufficient to express or exchange ideas by means of the spoken word including the ability to convey detailed or important spoken instructions to other workers accurately and concisely.
- Standing: Particularly for sustained periods of time.
- Stooping: sufficient to bend body downward and forward by bending spine at the waist. Occurs to a considerable degree and requires full motion of the lower extremities and back muscles.
- Talking: sufficient to express or exchange ideas by means of the spoken word including those activities in which they must convey detailed or important spoken instructions to other workers accurately, loudly, or quickly.
- Visual ability 1: sufficient to perform an activity such as: preparing and analyzing data and figures; transcribing; viewing a computer terminal; and/or extensive reading.
- Visual ability 2: sufficient to include color, depth perception, and field vision.
- Visual ability 3: sufficient to determine the accuracy, neatness, and thoroughness of the work assigned or to make general observations of facilities or structures.
- Visual ability 4: sufficient to operate motor vehicles and/or heavy equipment, by both day and night.
- Visual ability 5: sufficient to perform an activity such as: visual inspection involving small defects, small parts, operation of machines; using measurement devices; and/or assembly or fabrication parts at distances close to the eyes.
- Walking: sufficient to move about on foot to accomplish tasks, particularly for long distances or move from one work site to another.

WORK ENVIRONMENT

The work environment is primarily that of an office job and the noise and temperature levels are moderate. The job may require working outside in a variety of weather conditions (10% of the time).