

RIVIERA UTILITIES

POSITION DESCRIPTION

Computer Support Technician

JOB TITLE: Computer Support Technician

DIVISION: Eastern

REPORTS TO: Information Technology Supervisor

DEPARTMENT: I. T.

EFFECTIVE DATE: TBA

Note: Statements included in this description are intended to reflect in general the duties and responsibilities of this job and are not to be interpreted as being all-inclusive. The employee may be assigned other duties that are not specifically included.

SUMMARY:

The employee in this position will successfully troubleshoot and resolve issues and problems that arise in desktop environments that run on the Windows operating system. This position involves performing troubleshooting issues relating to hardware, software, operating systems, peripherals and applications; technician must be able to provide an appropriate level of advice on technical issues to a non-technical audience. Additionally, technician will handle miscellaneous troubleshooting calls and Help Desk issues.

Essential Duties and Responsibilities:

- Provides timely response to IT Support requests via helpdesk application, phone, or email
- Effectively documents Employee requests and resolution.
- Images, deploys, maintains, and upgrades end-user computers.
- Documents IT-supported assets and environments using diagrams
- Participates in after-hours support
- Performs planned support and maintenance activities during scheduled times.
- Available by company phone after-hours to respond to critical events and/or requests.
- Is responsible for communication to team for planned periods of unavailability.
- Keeps current on new technologies, concepts and processes as needed or requested by Management.

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Computer Support Technician

- Displays continued improvement of knowledge and skills.
- Is eager to perform as an integral part of the Support Team.
- Posses inter-personal skills
- Troubleshoot PC's, servers, and peripheral devices (printers, scanners, internet applications, etc...)
- Must be familiar with common office applications, Lotus applications, and a Windows Domain Environment

Qualification Requirements:

To do this kind of work, you must be able to:

- Speak English clearly and listen carefully.
- Use Windows Desktop OS and provide Application Support
- Have strong ability to multi-task and prioritize urgent issues
- Have solid Customer Service experience and follow-up
- Show accountability and ownership of issue resolution
- Display solid technical troubleshooting skills, creativity and a positive "can-do" attitude
- Use reasoning skills and specialized knowledge to provide information to people.
- Communicate well with employees at all levels of the organization.
- Change easily and frequently from one activity to another
- Drive a vehicle carefully and posses a current drivers license.
- Display professional behavior to customers, co-workers and vendors.

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Personal Characteristics:

- Professional appearance: grooming and dress consistent with the desired corporate image.
- Prompt arrival and regular attendance at work. Must coordinate with supervisor when necessary to vary office hours (leave early or have planned absences/vacation days) so a substitute can be arranged.
- Attention to responsibilities, acceptance and execution of all work assignments, including trivial and mundane tasks.

Education and Experience

- 3 to 5 years documented experience successfully resolving technical issues including but not limited to
 - Microsoft Office Suite (Excel, Power Point, Word, Access and Outlook for e-mail)
 - Lotus 123
 - Word Perfect
 - Visio
- Two year Associates Degree in computer related field

Microsoft, Cisco, or CompTIA Certifications are not required but will be helpful.

Physical Requirements:

Lifting 50 pounds maximum with frequent lifting and/or carrying of objects weighing up to 25 pounds such as computers. Walking and standing are required frequently, as well as driving between offices. Reaching. Handling. Fingering. Feeling. Seeing. Kneeling.

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Environmental Conditions:

Both: Inside and outside. A job is considered "both" if the activities occur inside or outside in approximately equal amounts.

To do this job, you must have the following licenses or certifications before being hired:

Valid Alabama Drivers License. If in possession of a valid driver's license from another State at the time of employment, a valid Alabama Drivers License must be obtained within 60 days from the date of employment.