

Computer Support Technician

Department: Information Technology

Position 421014

FLSA Status: Non-Exempt

Grade 25

Minimum Salary: \$35,609.60

Posted: May 4, 2023

Deadline for applications: May 18, 2023

General Definition of Work

Performs intermediate technical work installing and maintaining computer hardware, software, and peripherals, training system users, troubleshooting user problems, maintaining department networks, email, and servers, and related work as apparent or assigned. Work is performed under the moderate supervision of the Information Technology Director.

Qualification Requirements

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

Essential Functions

Performs hardware repairs and routine maintenance on desktop computers, laptops, peripherals, fax, printers, scanners, servers, switches, routers, docking stations, mobile devices, etc.

Installs and configures new hardware, software and peripherals; maintains individual workstations; updates software as required.

Performs virus scans and repairs.

Supports and troubleshoots general computer problems.

Trains new personnel on procedures and access to computer systems.

Maintains and supports department networks, email, and servers.

Maintains records on licensing, warranties and service agreements.

Maintains programming changes telephone and mobile devices.

Produces Photo Id badges and performs programming changes for security and access control.

Prepares forms and documents for web posting.

Facilitates AV(Audio and Video) production and recording of streamed presentations.

Knowledge, Skills and Abilities

Thorough knowledge of personal computers and software applications; general knowledge of network applications, operating systems, programming, and GIS applications; general knowledge of modern office procedures, methods, techniques and equipment; general knowledge of the operations, characteristics and requirements of a computer configuration; skill in the use of personal computers, related software applications, hardware and peripheral equipment; ability to troubleshoot and resolve user and system problems; ability to train others in computer hardware and software applications; ability to communicate effectively orally and in written form; ability to establish and maintain effective working relationship with associates and vendors. Ability to maintain an organized and accessible work area and documentation.

Education and Experience

High school diploma or GED and moderate experience with computer and network operations and data/information processing, or equivalent combination of education and experience.

Physical Requirements

This work requires the frequent exertion of up to 25 pounds of force; work regularly requires speaking or hearing, using hands to finger, handle or feel and repetitive motions, frequently requires standing, walking, sitting, stooping, kneeling, crouching or crawling, reaching with hands and arms and lifting and occasionally requires climbing or balancing, tasting or smelling and pushing or pulling; work has standard vision requirements; vocal communication is required for expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information at normal spoken word levels; work requires preparing and analyzing written or computer data, visual inspection involving small defects and/or small parts, assembly or fabrication of parts within arms length, operating machines and operating motor vehicles or equipment; work occasionally requires exposure to fumes or airborne particles and exposure to the risk of electrical shock; work is generally in a moderately noisy location (e.g. business office, light traffic).

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Special Requirements

Valid driver's license in the State of North Carolina.

Last Revised: 5/03/2023