



IT Technician

POSITION DESCRIPTION

JOB CLASSIFICATION:

Non-Exempt

SUPERVISION EXERCISED:

None

TEAM:

Business Support

SUPERVISOR:

IT Supervisor

DATE REVISED:

June 3, 2022

JOB SUMMARY

Performs Level I support duties and responsibilities in the testing, installation, maintenance and troubleshooting of network and personal computer hardware and software; provide technical support and training to users of various personal computers, networks, and financial, telecommunication, and office automation systems; perform a variety of duties relative to assigned area of responsibility.

ESSENTIAL JOB FUNCTIONS

- Act as the first point of contact to provide technical assistance to users within various departments; respond to user inquiries; provide information within the area of assignment; resolve complaints in an efficient and timely manner.
- Properly diagnose equipment and software problems including analyzing, moving, installing, upgrading, testing, repairing, servicing, and customizing equipment or software; determine cause and replace failed components as needed; communicate with service vendors as to the nature of specific problems and diagnostic results.
- Work in conjunction with GJHA departments and vendors to complete projects in various software packages.
- Perform setup and configuration of user accounts on various software systems and devices.
- Design, develop and/or maintain technical documentation, training materials and conduct training over the phone, virtually, individually, or in a classroom setting.
- Coordinate with technical support team, management, and users to define needs for new or improved systems; order hardware and software as necessary.
- Troubleshoot and diagnose problems related to electronic devices, mobile devices, hardware, and software; determine methods to use for diagnosis and possible solutions.

- Participate in professional development activities; read manuals, periodicals, and technical reports to stay current on recent developments.
- Perform other duties of a similar nature or level.
- Work at the direction of the IT Supervisor to keep all devices patched and updated.
- Work is completed in a typical, in-person, office environment.

ADDITIONAL JOB REQUIREMENTS

- Must act at all times in a manner that is in the best interest of GJHA. Must be a team player and work in a team environment placing the interests of the team above own.
- Prepare clear and concise administrative reports. Communicate clearly and concisely, both verbally and in writing.
- Maintain direct communication with the IT Supervisor. Must consult with the IT Supervisor if further instruction is needed or if unsure on how to proceed with any task or issue at hand.
- Must analyze problems, identify alternative solutions, project consequences of proposed actions in order to make recommendations to the IT Supervisor in support of departmental goals.
- Operate GJHA vehicles in a safe manner. Participate in keeping vehicles in good working order, which is clean, organized and presentable.
- Enter an occupied tenant unit as needed.
- Follows all safety rules and regulations and performs work with safety in mind at all times.
- Must use proper lifting techniques; must use the proper tools to lift and move items when too heavy; must ask for help lifting and moving items when needed.
- Adapt well to change in the work environment. Must work with frequent interruptions and respond calmly and professionally to emergency situations. Provide quality services to a culturally diverse population. Must be respectful and professional at all times.
- Maintain the utmost confidentiality of all applicant and tenant information.
- Establish and maintain effective working relationships with those contacted in the course of work, including but not limited to, GJHA staff, community agencies, contractors, vendors and GJHA clients or residents. Provide general information about GJHA Programs to the public and other community organizations in a professional manner.
- Must treat people with respect and work with integrity and professional ethics, upholding the agency's values and mission. Represents the agency in a positive, professional and ethical manner at all times. This specifically includes abiding by all rules outlined in the Employee Handbook.
- Make rational and appropriate decisions.

- Performs other duties as assigned.

MINIMUM QUALIFICATIONS/SKILLS NEEDED

- High school diploma or equivalent required. Work experience should be appropriate to this position. Knowledge of, or ability to learn the following within 6 months:
 - Operation, maintenance, and troubleshooting for the following operating systems: Server 2012R2, 2016, 2019, Windows 10/11
 - DHCP, DNS, VLAN, VPN, GPO
 - Active Directory & PowerShell
 - User & group provisioning, management & associated permissions
 - File and print server operations
 - Ability to troubleshoot network, hardware, and software issues and escalate issues to supervisor or vendor support as needed (workstations, monitors, switches, firewalls, printers/copiers/scanners)
 - Ability to learn and operate industry specific software
 - Basic phone system management (adds, moves & changes)
 - Knowledge of Office 365 and its environment (Teams, SharePoint, etc..)
 - Mobile hardware and software support (iOS & Android)
- Required to perform strenuous physical labor such as, lifting 75 pounds or more, climbing stairs, stooping, kneeling, standing, walking and raising arms above head. Required to climb ladders and perform work at heights including, but not limited to less than or equal to 20 ft.
- Requires strong skills in organization, concentration, time management, initiative, and attention to detail. Must deal with frequent interruptions and successfully work in a variety of situations.
- In-person work is the preference for this position. Limited remote work can be considered 9 months after hire.
- Requires excellent communication and organizational skills and to exercise independent judgment and work with limited supervision.
- Requires aptitude with current technology, computers and mobile devices.
- Requires a valid Colorado Driver's License and being insurable at standard rates.
- Criminal background checks are required and a pre-placement physical and drug screening will be required.

Employee Name (Print)

Employee Signature

Date