SEK-CAP
Uniting People - Creating Opportunity

Information Technology Technician

Reports to: Information Technology Manager   **Department:** Administration
Classification: Full-time   **Status:** Non-Exempt

POSITION SUMMARY:

Build and maintain updated and efficient computer systems and networks to optimize the role of technology on business sustainability. Diagnose computer problems, monitor computer processing systems, install software and perform tests on computer equipment and programs. Set up computer equipment, schedule maintenance and teach staff to use programs.

ESSENTIAL FUNCTIONS:

- Set up workstations, make required connections for hardwired systems, configure wireless access and network security and ensure connectivity to the internet and shared devices such as printers and servers.
- Install and configure appropriate software and functions according to specifications.
- Provide day-to-day technical support to end users across the organization.
- Establish/maintain a monthly preventative maintenance schedule for existing/future electronic equipment.
- Troubleshoot/diagnose systems and hardware, identify issues with hardware or software and work with users to quickly resolve issues and prevent delays.
- Troubleshoot network connection issues on and off-site, communicating with service providers when necessary.
- Escalate service requests to IT Manager, as necessary.
- Talk staff though a series of actions, either face-to-face or remotely, to resolve issues.
- Maintains daily records of repairs and monthly preventative maintenance schedule through an established service request system.
- Assist IT Manager in identifying computer or network shortages.
- Provide training/training material and support to end users in the usage, and maintenance of hardware and software.
- Assist IT Manager in maintaining accurate inventory and record of all hardware, software and manuals.
- Prepare fixed assets for disposal following the agency's policies and procedures.
- Install and test software and operating system updates.
- Complete monthly status checks on surveillance systems to identify areas of concern. Reports to the IT Manager when supporting service provider assistance is required.
- Assist IT Manager in maintaining disaster recovery equipment/services.
- Address agency wide and individual technological operational issues.
- Assist IT Manager with onboarding new employee initial setup/training during new employee orientation.
- Assists IT Manager with special events as needed.
- Ability to work unconventional business hours, as needed.
- Travel within and out of agency service area as needed and directed.
- Assist IT Manager, as needed, with maintaining the agency's website.
- Respect and support cultural differences and diverse family structures.
- Demonstrate good work habits such as arriving on time and adhering to appropriate break times.
- Attend mandatory training and staff meetings.
- Report any suspected abuse or neglect to the appropriate authority.
- Advocate for SEK-CAP, Inc. in the community.
- Complete required documentation and reports.
- Maintain and assure confidentiality and privacy of SEK-CAP, Inc. customers.
- Uphold and promote the Code of Ethics, Core Values, and Mission Statement of SEK-CAP, Inc.

- Support management decisions both in actions and words.
- Other duties as assigned.

KNOWLEDGE AND EXPERIENCE:

Essential:
1. Proven experience as a computer technician or relevant experience.
2. Excellent working knowledge of IBM compatible P.C. and web-based systems/software.
3. Excellent working knowledge of mobile device platforms, Android & iOS.
4. In depth knowledge of diverse computer systems.
5. Good knowledge of internet security and data privacy principles.
6. Effective organizational and communication skills.
7. Ability to learn and adapt.
8. Attention to detail
9. A strong customer service focus.
10. Outstanding organizational and time management skills.
11. Excellent diagnostic and problem-solving skills.
12. Mechanical aptitude.
13. Above average reading comprehension.
14. Superior interpersonal skills. Ability to get along with diverse personalities.
15. Tactful, mature, and flexible.
16. Ability to meet and deal tactfully with the public and to communicate effectively and clearly both orally and in writing.

Desired:
1. Knowledge of all Microsoft Office Software components, i.e.; Access, Word, Excel, and PowerPoint; Internet Explorer; Exchange and various other task specific software.
2. Experience working with remote support software to provide technical support.
3. Have or be willing to obtain certification on various types of software utilized within the organization.

EDUCATION AND QUALIFICATIONS:

1. Bachelor's degree in Computer Science, engineering, or a relevant field preferred - High School Diploma or its equivalent with a minimum of 2 years experience in information technology assistants is required
2. Possess current, valid driver's license and be insurable by the organization's motor vehicle insurance carrier.
3. Submit to and pass standard criminal history check.
4. Submit to and pass standard drug screen test.
5. Obtain First Aid and CPR certification.

PHYSICAL REQUIREMENTS/WORK ENVIRONMENT:

The physical demands and work environment described here 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.

1. Use hands to finger, handle, or feel;
2. Reach with hands and arms;
3. Sit or occasionally stand; walk and stoop, kneel, or crouch;
4. Regularly lift and/or move up to 50 pounds;
5. Required vision abilities include close vision, distance vision, peripheral vision, depth perception and ability to adjust focus;
6. Occasional exposure to wet and/or humid conditions;

7. Outside weather conditions;
8. Extreme cold and extreme heat;
9. Noise level is usually quiet to moderate.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or logical assignment to the position. The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

ACKNOWLEDGEMENT:

"I have presented this job description to the employee and all aspects of the position have been reviewed."

_____   _____
Supervisor Signature   Date

"I have read this job description and thoroughly discussed the contents with my supervisor."

_____   _____
Employee Supervisor   Date