SUMMARY

Provides technical support to Computer\Network and software users by performing the following duties.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Other duties may be assigned.
1. Tracks and resolves end user computer, printer, phone and related electronic equipment problems.
2. Performs user setup, training and administration including the development, maintenance, implementation, and documentation of access and security settings for end user devices.
3. Provides end user support and training to the users of the IT systems as required.
4. Plans, recommends, and administers the VoiP (voice over IP) system infrastructure.
5. Plans, recommends and implements the acquisition of approved IT devices for end users.
6. Assists with the implementation, and administration of security measures of all IT devices for end users.
7. Plans, recommends and implements desktop software licensing.
8. Maintains inventory records of end user hardware, software, tools and related electronic equipment; and, purchases supplies as required.
9. Assists with the planning, implementation and administration of building audio/video equipment.
10. Assists with the administration of the end user security awareness program.
11. Plans and assists in developing IT budget requirements.
12. Develops and maintains documentation of systems, projects and assignments. Documents and tracks all support requests using an approved problem tracking application.
13. Administers and reviews proposals, invoices, and contracts applicable to
information technology.
14. Maintains desktop/laptop images to ensure consistent stable builds.
15. Participates in the IT “On-Call” service rotation and responds to call-outs of reported computer/network system or service problems on a 24 x 7 schedule
16. Represents on industry, development, and project committees, task forces, and conferences as assigned.
17. Keeps abreast of relevant profession, industry, and inter-utility developments.

COMPETENCIES

To perform the job successfully, an individual should demonstrate the following competencies:

Continuous Learning - Assesses own strengths and weaknesses; seeks feedback to improve performance; pursues training and development opportunities; strives to continuously build knowledge and skills; shares expertise with others.

Problem Solving - Identifies and resolves problems in a timely manner; gathers and analyzes information skillfully; develops alternative solutions; works well in group problem solving situations; uses reason even when dealing with emotional topics.

Communications - Expresses ideas and thoughts verbally; expresses ideas and thoughts in written form; exhibits good listening and comprehension; keeps others adequately informed; selects and uses appropriate communication methods.

Customer Service - Manages difficult or emotional customer situations; responds promptly to customer needs; solicits customer feedback to improve service; responds to requests for service and assistance; meets commitments.

Oral Communication - Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; responds well to questions; demonstrates group presentation skills; participates in meetings.

Attendance/Punctuality - Is consistently at work and on time; ensures work responsibilities are covered when absent; arrives at meetings and appointments on time.

Dependability - Follows instructions, responds to management direction; takes responsibility for own actions; keeps commitments; commits to long hours of work when necessary to reach goals; completes tasks on time or notifies appropriate person with an alternate plan.
Safety and Security - Observes safety and security procedures; determines appropriate action beyond guidelines; reports potentially unsafe conditions; uses equipment and materials properly.

QUALIFICATIONS

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

Education and/or Experience
Associate’s degree or equivalent in computer science or related field and one year related experience; or equivalent combination of education and experience.

Reasoning Ability
Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

Computer Skills
To perform this job successfully, an individual should have knowledge of Microsoft Office, Database software, and Design software.

PHYSICAL DEMANDS

The physical demands 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.

While performing the duties of this Job, the employee is regularly required to stand; use hands to finger, handle, or feel; reach with hands and arms and talk or hear. The employee is frequently required to walk and stoop, kneel, crouch, or crawl. The employee is occasionally required to sit and climb or balance. The employee must regularly lift and/or move up to 10 pounds, frequently lift and/or move up to 25 pounds.

WORK ENVIRONMENT
The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is occasionally exposed to moving mechanical parts; risk of electrical shock and vibration. The noise level in the work environment is usually moderate.

The above job description is not intended to be an all-inclusive list of duties and standards of the position. Incumbents will follow any other instructions, and perform any other related duties, as assigned by their supervisor.

ACKNOWLEDGED: Supervisor/Manager Signature    Date

ACKNOWLEDGED: Employee Signature    Date

PRINT: Employee Name