

COMPUTER/NETWORK TECHNICIAN I

FLSA STATUS – Non-Exempt

DESCRIPTION OF WORK

Under general supervision, performs a variety of computer systems administration and support tasks, including analyzing, constructing, documenting, testing, maintaining, troubleshooting and supporting of PC/Server hardware, operating systems, software applications, peripherals, and communication devices for the entire organization.

DUTIES-EXAMPLES OF WORK

Performs a variety of project tasks and requires good communication skills with the ability to work with users diplomatically and skillfully. Performs work providing hardware and software support to City users of computers, servers, software and related installations and programs. Provides preventive maintenance and hardware repairs as necessary; upgrades equipment and installs upgraded programs; is a primary WEB site developer and revises content as appropriate; attends training seminars and reads manuals and other sources to maintain currency in the field

Performs other duties as assigned.

QUALIFICATIONS

Working knowledge of computer repair, maintenance and operation.

Ability to keep computers and related equipment operating on an efficient and effective basis.

Ability to trouble-shoot and identify and correct problems in equipment.

Ability to achieve established goals as set by the Finance Director

Ability to establish and maintain effective working relationships with equipment users and officials

PHYSICAL AND SENSORY REQUIREMENTS

Ability to perform light and some moderate physical work and to lift and carry up to 50 pounds.

Ability to stand, walk, sit, reach, grasp and perform similar body movements;

Possesses hand/eye/foot coordination adequate to operate repair and maintain computers and related equipment, and to operate a vehicle.

Ability to talk and hear in person and by telephone;

Ability to see and read instructions, documents and figures on a computer screen.

EXPERIENCE AND TRAINING

Education: High School diploma or GED.

Education: Supplemental Technical in related field or certification of PC repair and maintenance.

Experience: One (1) to four (4) years of experience in PC and technical support.