

**PORT LUDLOW ASSOCIATES
POSITION DESCRIPTION**

FLSA: Non-Exempt (Part Time – 25 Hours per Week)

POSITION TITLE: IT Support Technician

DIVISION/DEPARTMENT: Information Technology

REPORTS TO (TITLE): President

SUPERVISES: None

DATE (Revised): 5/24/2016

BASIC FUNCTION: Provide technical assistance and support for incoming queries and issues related to computer systems, software and hardware.

QUALIFICATIONS: EDUCATION, KNOWLEDGE, TRAINING, & WORK EXPERIENCE

- 1-2 years of experience in information technology related activities such as: installing workstations, providing technical support for software, or installing and maintaining PC hardware, servers and networks;
- Or, a two year computer related degree;
- Or, a Bachelor's degree in computer science, computer information systems, technical communication and engineering from a credited University;
- Demonstrate effective listening, questioning, and written communication skills;
- Show initiative solving customer problems;
- Ability to work well in a team environment and deal effectively with customer service and personal interaction;
- Thorough knowledge of Microsoft Software and Operating Systems, Macintosh knowledge a plus;
- Experience working with vendors, cell phone service providers, invoice reconciliation and payment processing;
- PC hardware repair and troubleshooting experience required.

ESSENTIAL FUNCTIONS:

- Provide excellent customer service support by phone and in person, and follow up to ensure issue has been resolved;
- Organized, planning, problem-solving, and detail oriented;
- Coordinate and track requests for add/change/delete requests;
- Install and configure new PC's added to the local area network;
- Create logins, ID's, reset passwords;
- Responsible for employee moves, including but not limited to moving technology equipment, phones and patching network ports;
- Test and maintain hardware and software products, run diagnostic programs to resolve problems;
- Resolve technical problems with Local Area Networks (LAN), and Wide Area Networks (WAN), and other systems;
- Train employees in the use of computers and software or provides technical guidance and one-to-one training to end-users; assists staff with problems or questions pertaining to computer production work;

- Perform daily performance of computers, routine preventative maintenance tasks, and/or data communication equipment, and clean up;
- Acquire and maintain knowledge of relevant product offerings, current support policies and methods of support delivery, in order to provide technically accurate solutions to users;
- May act as product liaison for major products, working with other departments and third-party developers to solve technical issues as needed;
- Develop, define and communicate user/technical service policies for products supported by the helpdesk;
- Read, analyze and interpret technical journals, procedures and manuals;
- Preserve and grow your knowledge of help desk procedures, products and services;
- Keep software on current versions & audit licenses to ensure compliance;
- Help develop procedures for user documentation
- Assist Network Administrator with backup operations and server/network maintenance as needed;
- Inform management of recurring problems;
- Identify and escalate situations requiring urgent attention;
- Perform other related duties as assigned and/or required.

ENVIRONMENT:

- Must have own reliable transportation and be able to travel between sites;
- Must be neat and clean as some work will be in guest areas and retail outlets;
- May have to lift and move computer equipment without another's assistance;
- May be required to work irregular hours, evenings and weekends to assist in all aspects of IT responsibilities.

POSITION ANALYSIS/SPECIFICATIONS

	<i>N/A</i>	<i>OCCASIONAL</i>	<i>FREQUENT</i>	<i>CONSTANT</i>
Sitting			X	
Standing			X	
Walking			X	
Bending Over			X	
Crawling			X	
Reaching			X	
Crouching			X	
Kneeling			X	
Balancing		X		
Pushing/Pulling		X		
Lifting/Carrying			X	
10lbs or less				
11lbs to 25lbs			X	
26lbs to 50lbs			X	
51lbs to 75lbs			X	
76lbs to 100lbs	X			
Over 100lbs	X			
Manual Dexterity			X	
Fine Motor Skills			X	
Gross Motor Skills			X	
Eye/Hand Coord.			X	
Near Vision			X	
Far Vision			X	
Color Recognition			X	
Hearing			X	

ENVIRONMENTAL FACTORS

	<i>YES</i>	<i>NO</i>
Working Outside		
Working Inside	X	
Working Alone	X	
Working Closely With Others	X	
Excessive Cold/Heat		X
Excessive Humidity/Dampness		X
Noise/Vibrations	X	
Working Above Ground	X	
Working Below Ground		X
Working with Chemicals/Detergents/Cleaners		X
Working Around Fumes/Smoke/Gas		X
Walking on Uneven Surfaces	X	
Motorized Equipment or Vehicles	X	
Working Around Machinery/Motorized Equip.	X	
Climbing on Scaffolds or ladders		X

IMPORTANT DISCLAIMER NOTICE:

The job duties, responsibilities, skills, functions, experience, educational factors, and the qualifications listed in this job description are representative only and not exhaustive of the tasks that an employee may be required to perform. The employer reserves the right to revise this job description at any time and to require employees to perform other tasks as a circumstance or condition of its business, competitive considerations, or the work environment changes.

I have read the above Position Guidelines and Position Analysis/Specifications and testify that I am able to perform the essential job functions for this position.

NAME

DATE