

Job Title

IT Technician

Department	Reports To	FLSA Status	Prepared By	Approved By	Last Modified
Information Technology	Thomas Williams	Non-Exempt	N/A	N/A	2021-02-28

Job Summary

- Installs and removes software from computer systems and networks, diagnoses and repairs technical issues, and plans, designs, implements and manages user networks.

General Accountabilities

- Provides services through telephone, email and face-to-face contact.
- Assembles hardware and installs or deletes software to ensure all hardware and software are working properly.
- Troubleshoots computer equipment to confirm it is running correctly.
- Recovers any lost or accidentally deleted data.
- *The company reserves the right to add or change duties at any time.

Job Qualifications

- Education: Bachelor's degree in Computer Science, Information Technology, or a related field
- Experience: 2-4 years of relevant work experience
- Other requirements: Knowledgeable with various software programs

Skills

- Identify and resolve problems quickly and efficiently
- Exhibits high attention to detail
- Excellent customer service skills required
- Gathers and analyzes data skillfully
- Writes clearly and informatively
- Adapts well to change