

**Workforce Development Board of the Treasure Coast
Job Description**

JOB TITLE:	IT Support Technician-Level I	Department:	Information Technology
Salary:	\$32,500 - \$44,000	Reports to:	Network Manager
Status:	Hourly	Last Revision Date:	9/15/2009

SUMMARY

A position where the job duties include, but are not limited to, the maintenance and repair of local and wide area network servers and systems. Works with vendor systems/application support personnel to correct system problems. Resolves computer software and hardware problems of end users.

PRIMARY RESPONSIBILITIES

1. Performs corrective actions and/or the configuration of computer systems with appropriate hardware, operating systems software, applications software, and communications components to solve problems within wide or local area network.
2. Analyzes and resolves hardware, software, and communication problems using diagnostic software and/or technical troubleshooting processes.
3. Performs the installation and setup of desktop, laptop and printers for use within the LAN network and remote offices..
4. Tests, and documents computer applications and components with existing network applications, systems and hardware.
5. Ensures the standard implementation of policies, procedures and systems within the scope of Workforce Solutions dba the Workforce Development Board of the Treasure Coast.
6. Assists in maintaining up-to-date documentation for software applications including program listings, equipment inventories and operational procedures.
7. Assists with the assessment of hardware, software, and network performance.
8. Assists in performing system audits to evaluate the utility and efficiency of the system's hardware, software, and communications components.
9. Creates user accounts, resets passwords, creates and modifies user folders and files as required, and ensures network security.
10. Assists in the resolution of problems relating to the operation of the network.
11. Assists in the installation and upgrades of desktop pc's, laptops, thin clients, servers, routers, and other network equipment.
12. Pursues alternative funding sources as appropriate.
13. Performs related work as required.

KNOWLEDGE AND SKILL REQUIREMENTS

1. Knowledge of computer operations, procedures, hardware and software.
2. Knowledge of problem solving techniques.
3. Knowledge of computer operating systems.
4. Ability to process information logically and solve problems.
5. Ability to monitor and resolve problems with computer systems components.
6. Ability to identify and define user task needs.
7. Ability to communicate effectively.
8. A valid Florida driver's license and insurability under the Board's motor vehicle operators insurance.
9. Ability to establish and maintain effective working relationships with others.

EDUCATION

High school diploma and certifications as MCP, A+ and/or Net+ in addition to experience of two years. A four-year college or university degree preferred in one of the computer sciences or management information systems.

WORKING CONDITIONS

Office environment with extensive computer usage along with extensive field work. Involves frequent lifting up to 50 pounds. Operates a company vehicle.

ACKNOWLEDGEMENT

Signature

Date