

# Information Technology Services Support Technician

## Pay Grade 108

### **GENERAL DISCRIPTION**

Under the technical direction of a Network Administrator Specialist (consultant or employee) and the general administrative direction of the Executive Assistant or the Parish President designee, performs routine technical work installing, maintaining, and repairing technical equipment; network equipment, servers, personal computers, mobile devices, printers, peripheral devices, access control systems, Voice over IP (VoIP) or telecommunications systems, audio/video systems, and software for various Parish departments. Work involves installation, maintenance, troubleshooting, and repairing of these systems, which may or may not be part of the main network. An employee may be required to work unusual working hours, as well as twenty-four hour call for situations needing immediate attention. Performs other work as requested.

### **ESSENTIAL WORK TASKS**

Perform routine technical work installing, maintaining, and repairing technical equipment; network equipment, servers, personal computers, mobile devices, printers, peripheral devices, access control systems, Voice over IP (VoIP) or telecommunications systems, audio/video systems, and software to ensure proper functioning and to prevent damage caused by malfunctioning equipment/software or improper operation techniques. Runs and traces cable. Confers with end-users, co-workers, and/or IT team members to assist in resolving minor problems related to the systems. Receives and tracks trouble calls involving system hardware and software; troubleshoots and attempts to correct minor problems that develop; calls for assistance as necessary to correct the problem. Performs daily maintenance on system hardware and peripheral equipment. Assists with documenting system procedures for use by other personnel. Cleans equipment when necessary.

### **KNOWLEDGE, SKILLS, AND ABILITIES**

General knowledge of technical equipment; network equipment, servers, personal computers, mobile devices, printers, peripheral devices, access control systems, Voice over IP (VoIP) or telecommunications systems, audio/video systems, and software. Knowledge of word processing and email systems. Ability to troubleshoot minor system problems; use network test equipment to troubleshoot malfunctions in the network. Ability to work in confined areas. Ability to perform these physical activities; standing, walking, reaching, bending, and lift objects weighing up to 50 pounds. Ability to understand and carry out complex oral and written instructions. Ability to use written, oral, and interpersonal skills to communicate effectively with co-workers and non-technical end-users. Ability to be flexible and adaptable to learn and understand new technologies. Ability to effectively prioritize and execute tasks in a high-pressure environment. Ability to work both independently and in a team-oriented environment. Ability to sit for extended periods. Ability to be highly self-motivated. Ability to apply good work habits in order to effectively complete assigned tasks and contribute to the smooth operation of the department.

## **MINIMUM REQUIREMENTS**

### **EDUCATIONAL AND EXPERIENCE**

High school diploma, GED, HiSET, or equivalent certificate of competency, and one year of experience in installation, maintenance, and support of information technology systems.

### **SUBSTITUTIONS**

Any equivalent combination of education and experience.

### **CERTIFICATIONS/LICENSES**

None.