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## POSITION DESCRIPTION

**POSITION TITLE:** IT Technician

**DEPARTMENT:** IT

**CLASSIFICATION:**

**APPROVED BY:** CIO

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### REPORTING RELATIONSHIPS

**POSITION REPORTS TO:** CIO

**POSITIONS SUPERVISED:** N/A

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### POSITION PURPOSE

Responsible for maintaining smooth operations of all Company networks, systems, and applications. Provides technical support to users as needed, diagnoses and resolves connectivity problems, and monitors system security, backup, and virus protection. Evaluates, recommends, and implements network software and hardware, and assists in the development of IT strategies and policies. Maintains professional business relations with clients and outside contacts. Keeps management well informed of area activities.

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### ESSENTIAL FUNCTIONS AND BASIC DUTIES

1. **Assumes responsibility for the effective administration of Company networks.**
  - a. Maintains daily operations of LAN applications and systems.
  - b. Adds, deletes, and updates user information.
  - c. Oversees firewall solutions.
  - d. Manages server disk space.
  - e. Monitors network systems and provides detailed reports.
  - f. Diagnoses and resolves system and connectivity problems.
  - g. Ensures network security and completes tape backup of all Company data.



- h. Provides effective system virus protection.
2. **Assumes responsibility for effectively developing, testing, recommending, and implementing new IT systems and processes.**
- a. Tests and evaluates software and hardware for reliability and functionality.
  - b. Procures and implements new software and hardware systems.
  - c. Develops processes to improve network reliability and proposes solutions to meet the future needs of both the Company and clients.
  - d. Evaluates and recommends standards for hardware and software operations in all Company systems. Assists in locating and implementing new products as needs arise.
  - e. Provides suggestions in the development of IT strategies and policies.
3. **Assumes responsibility for maintaining professional working relationships with personnel, members, suppliers, and outside contacts.**
- a. Tracks and resolves personnel problems promptly and effectively.
  - b. Ensures that new systems support personnel needs.
  - c. Obtains and conveys information as needed.
  - d. Promotes goodwill and a positive image of the Company.
4. **Assumes responsibility for establishing and maintaining effective working relationships with area staff, other departments, and with management.**
- a. Assists personnel in other departments to increase understanding of system operations and effectively integrate new technology.
  - b. Keeps management well informed of area activities and of any significant problems.
  - c. Ensures reports are completed accurately and timely.
  - d. Attends meetings as required.
5. **Assumes responsibility for related duties as required or assigned.**
- a. Ensures work area is clean, secure, and well maintained.
  - b. Performs miscellaneous projects as assigned.
  - c. Updates technical skills as required.



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## PERFORMANCE MEASUREMENTS

1. Network administrative functions are performed effectively and in accordance with established policies and procedures.
  2. End users are well supported. Software and hardware problems are carefully reviewed and promptly resolved.
  3. Computers and peripheral equipment are well maintained.
  4. Professional business relations exist with users and outside vendors.
  5. Required reports are generated accurately and timely.
  6. Management is notified of computer/technical activities and significant problems.
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## QUALIFICATIONS

- EDUCATION/CERTIFICATION:** High school graduate with two years of additional college computer training or an equivalent combination of education, training, and experience.
- REQUIRED KNOWLEDGE:** Knowledge of network operations and all related computer hardware and software. Knowledge of database reporting, user access control, security models, and backup processes. Understanding of Company operations and output requirements.
- EXPERIENCE REQUIRED:** At least two years of experience with PC hardware and software configuration and network support functions.
- SKILLS/ABILITIES:** Strong customer service skills and willingness to assist others. Able to communicate complex information clearly. Attentive to detail. Strong problem-solving abilities. Able to coordinate well with other departments and personnel. Ability to operate network server, computer tape drive, and other business equipment.
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## PHYSICAL ACTIVITIES AND REQUIREMENTS OF THIS POSITION

- FINGER DEXTERITY:** Using primarily just the fingers to make small movements such as typing, picking up small objects, or pinching fingers together.
- TALKING:** Especially where one must frequently convey detailed or important instructions or ideas accurately, loudly, or quickly.
- AVERAGE HEARING:** Able to hear average or normal conversations and receive ordinary information.
- REPETITIVE MOTIONS:** Movements frequently and regularly required using the wrists, hands, and fingers.
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**AVERAGE VISUAL ABILITIES:** Average, ordinary, visual acuity necessary to prepare or inspect documents or products, or operate machinery.

**PHYSICAL STRENGTH:** Medium work; exerts up to 50 lbs. of force occasionally, and/or up to 20 lbs. frequently, and 10 lbs. constantly.

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## WORKING CONDITIONS

**NONE:** No hazardous or significantly unpleasant conditions. (Such as in a typical office.)

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## MENTAL ACTIVITIES AND REQUIREMENTS OF THIS POSITION

**REASONING ABILITY:** Ability to deal with a variety of variables under only limited standardization. Able to interpret various instructions.

**MATHEMATICS ABILITY:** Ability to perform basic math skills, use decimals to compute ratios and percents, and to draw and interpret graphs.

**LANGUAGE ABILITY:** Ability to read a variety of books, magazines, instruction manuals, atlases, and encyclopedias. Ability to prepare memos, reports, and essays using proper punctuation, spelling, and grammar.  
Ability to communicate distinctly with appropriate pauses and emphasis; correct punctuation (or sign equivalent) and variation in word order; using present, perfect, and future tenses.

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## INTENT AND FUNCTION OF JOB DESCRIPTIONS

*Job descriptions assist organizations in ensuring that the hiring process is fairly administered and that qualified employees are selected. They are also essential to an effective appraisal system and related promotion, transfer, layoff, and termination decisions. Well constructed job descriptions are an integral part of any effective compensation system.*

*All descriptions have been reviewed to ensure that only essential functions and basic duties have been included. Peripheral tasks, only incidentally related to each position, have been excluded. Requirements, skills, and abilities included have been determined to be the minimal standards required to successfully perform the positions. In no instance, however, should the duties, responsibilities, and requirements delineated be interpreted as all inclusive. Additional functions and requirements may be assigned by supervisors as deemed appropriate.*

*In accordance with the Americans with Disabilities Act, it is possible that requirements may be modified to reasonably accommodate disabled individuals. However, no accommodations will be made which may pose serious health or safety risks to the employee or others or which impose undue hardships on the organization.*

*Job descriptions are not intended as and do not create employment contracts. The organization maintains its status as an at-will employer. Employees can be terminated for any reason not prohibited by law.*