IT Technician – Part Time

Beginning Salary: $16.75 per hour - $19.75 per hour

Under the general direction of the IT Director and Community Relations Division Head.   Designs PC desktop configurations and installs, maintains agency PC's and network printers   Serves as user contact for problems with agency computers and software. Follows through with solutions to problems. Maintains appropriate network documentation and performs other related duties as required or necessary. support technician to support and maintain client computer systems, desktops, printers/fax machines, and peripherals like printers, scanners and network equipment. This includes installing, diagnosing, repairing, maintaining, and upgrading all hardware and equipment as needed while ensuring optimal workstation performance. Support technician will also be providing helpdesk support to users. Work is performed with considerable independence in judgment and decision making within established copyright laws, policies, procedures and guidelines. Incumbent will be required to work 20- 25 hours per week. Work is reviewed through observation, conferences, reports and for the results obtained. Must be willing to travel to various locations throughout Richland County using agency vehicle. Must have a valid driver's license.   .

A. ESSENTIAL FUNCTIONS

Install, diagnose, repair, maintain, and upgrade all hardware and equipment as needed while ensuring optimal workstation performance.

Offer daily operations and systems support to personnel.

Document and Maintain IT Inventory.

Review and Resolve IT Helpdesk Requests.

Verify functionality of hardware and software components.

Diagnose and Troubleshoot hardware and software issues in person and via phone.

Assist employees with computer problems and answer their questions.

Configure SIP phones for deployment and troubleshoot SIP phone issues at the sites.

Document and Maintain IT Inventory.

Review and Resolve IT Helpdesk Requests.

Prioritize and Escalate Issues as Necessary.

Diagnose and Troubleshooting network connectivity related issues across the network.

Installing and configuring network equipment at new or existing sites.

Promote RCRC vision and values through actions and conduct.

Respond to client's needs, take ownership and be accountable for issue resolution and general client satisfaction.

REQUIREMENTS
A. TRAINING AND EXPERIENCE
A bachelor's degree and experience in automated information or communication system design, installation, operation or repair. Related experience may be substituted for the bachelor's degree on a year-for-year basis.

B. KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of methods and techniques of network design and network management.

Knowledge of and experience with virtual servers, NAS, storage management, and Windows domain management.

Ability to follow technical instructions and requests; ability to communicate effectively. Must be able to establish and maintain effective working relations with co-workers.

Excellent customer relations with the ability to work under pressure while maintaining excellent customer relations skills.

Excellent communication skills, both written and verbal, with the ability to effectively communicate to users at all levels.

Reliable transportation and a valid driver's license.

Great general knowledge of, and familiarity with Microsoft Office, other Microsoft products, and Win7, Win 8.x, and Win 10 operating systems.

Extensive knowledge of personal computer software and hardware, particularly Microsoft Outlook and Microsoft Office product suite.

Extensive Knowledge of common personal computer peripherals (printers, scanners, modems, cameras).

Basic knowledge of network protocols - particularly TCP/IP and basic knowledge of key LAN devices such as hubs, switches, and routers.

Knowledge of computer network infrastructure requirements.

Knowledge of phone PBX operations is a plus.

Ability to work independently with minimum supervision and the ability to successfully complete repairs unsupervised.

Good organizational skills, research study, problem solving skills and flexibility in changing priorities.

Ability to run CAT5/6 cable.

Ability to lift up to 50 lbs. - lifting various computing devices (weight of the equipment may vary depending on the type of equipment), installing this equipment, and troubleshooting the equipment.

Certifications are a plus.

Minimum of 1-year experience and 1-year experience supporting end-users in a networking environment.

C. PHYSICAL AND MENTAL REQUIREMENTS

Ability to climb, negotiate uneven terrain, bend, reach, stoop, kneel, and drive a vehicle.

Ability to see, read, write, and type messages, files, forms, labels, etc., in the English language.

Ability to kneel, squat, sit, and stand and walk for extended periods of time without rest.

Ability to lift and carry packages that weigh up to 40 pounds.

Ability to work under pressure of deadlines.

Ability to work accurately in a noisy and stressful environment.

Ability to reach and grasp objects.

Ability to hear when required to answer phones.

Ability to speak English when communicating with co-workers and the public.

Ability to use fingers, hands, and wrists.

Ability to print or write legibly.

Ability to handle stress when working with deadlines.

Ability to work regularly scheduled hours with little moderation.

Ability to work in confined spaces or small working areas.