

## Job Description

Position Title: Computer Technician	
Department: Managed IT, Mitchell	Reports to: IT Operations Manager
Revision Date: March 21, 2022	FLSA Status: Non-exempt

### Position Overview

Installs, assembles, configures, maintains, diagnoses, troubleshoots, and upgrades computer hardware, software, networks, peripheral and related equipment; trains and supports use of applications and acts as a technical resource to clients and company staff; telephone answering and support, inventory, shipping/receiving tasks, as well as related record keeping;

### Essential Job Functions

- Onsite support including, but not limited to, diagnosing, troubleshooting, configuring, repairing, or replacing computer and network hardware
- Help Desk support including, but not limited to, answering and responding to telephone calls or other staff and client communications, as well as remote support
- Responsible for bench repair activity, client machine status, and documentation
- May assist other staff in scheduling client visits or computer bench repair time
- Assists with client technology quotes and repair estimates
- Maintains a clean and organized workspace for computer configuration and repair, as well as shipping & receiving areas
- Provides product and service information to clients and staff
- Requires strong diagnostic and troubleshooting abilities
- Excellent problem-solving and critical thinking skills
- Provides an efficient and superior service experience for the client
- Maintains a current working knowledge and understanding of consumer technologies and related opportunities
- Performs all other related duties as assigned by management <sup>1</sup>

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<sup>1</sup> These tasks do not meet the Americans with Disabilities Act of 1990 definition of essential job functions and are usually less than 5% of time spent. However, these tasks still constitute important performance aspects of the job.

## Knowledge, Skills, and Abilities

- Knowledge of Microsoft® based hardware and software, network fundamentals, including but not limited to, LAN, WAN, WLAN, DNS, DHCP, Active Directory
- Knowledge of cat5e/cat6 structured cabling
- Knowledge of parent and subsidiaries' products and services
- Knowledge of company policies and procedures
- Skill in operating various office equipment such as personal computer, copier, fax machine, various software programs and telephone systems
- Skill in basic Microsoft® Office productivity products, such as Word, Excel, Outlook, and Teams
- Skill in troubleshooting, assembly, and repair of computers, servers, and related equipment
- Skill in working successfully in a business environment with a variety of personalities
- Exhibit a professional appearance and possess excellent verbal communication skills
- Skill in learning, understanding, and applying technical solutions to business computer, Internet, and network issues
- Ability to operate within supervisory structure, as well as self-directed when required
- Ability to organize and prioritize multiple work assignments
- Ability to pay close attention to detail
- Ability to work independently, as well as in a team when required
- Ability to make sound decisions using information at hand.
- Ability to communicate with customers, co-workers, and various business contacts in a professional and courteous manner.
- Ability to lift a minimum of 60 lbs.

## Education and Experience

- Requires valid South Dakota driver's license, with a satisfactory driving record.
- Work requires reading, writing, and analytical skills normally acquired through a high school education.
- Associate's degree in computer science field of study or equivalent experience preferred.

## Physical Requirements

PHYSICAL REQUIREMENTS	0-24%	25-49%	50-74%	75-100%
Seeing: Must be able to read computer screen and various reports.				X
Hearing: Must be able to hear well enough to communicate with customers and industry contacts.				X
Standing/Walking:			X	
Climbing/Stooping/Kneeling:		X		
Lifting/Pulling/Pushing: Up to 60 lbs			X	
Fingering/Grasping/Feeling: Must be able to write, type and use phone system.				X

## Working Conditions

This factor measures the surroundings or physical conditions under which a job must be done and the extent to which those conditions make the job disagreeable. Consider the presence and relative amount of exposure to dust, dirt, heat, fumes, contaminants, cold, noise, vibration, wetness, etc.

Good working conditions with the absence of disagreeable conditions.

**Note:** The statements herein are intended to describe the general nature and level of work being performed by employees, and are not to be construed as an exhaustive list of responsibilities, duties and skills required of personnel so classified. Furthermore, they do not establish a contract for employment and are subject to change at the discretion of the employer.