

Partnership for Children of Cumberland County, Inc.
Fayetteville, NC

Position Description Plan
Job Description

Title of Position: **IT Technician**

Supervisor's Name and Title:

IT Administrator

FLSA Status:

Regular, Full Time, Exempt

Date of Next Review:

Primary Purpose of Position:

The Information Technology (IT) Technician diagnoses and resolves hardware and software issues for the end user. The IT Technician assists with providing technical services and support of PFC's Local Area Network (LAN) and other Local Area Networks (LANs), including hardware installations and upgrades, software installation, network upgrades and computer technical support. The IT Technician's role includes a combination of the following duties:

- 1) The application of systems analysis techniques and procedures, including consulting with users, to determine hardware, software or system functional specifications;
- 2) The design, development, documentation, analysis, creation, testing or modification of computer systems or programs, including prototypes, based on and related to user or system design specifications;
- 3) The design, documentation, testing, creation or modification of computer programs related to machine operating systems

Duties and Responsibilities:

1. Functions as the primary support agent for the IT Help Desk, by responding to IT issues by phone, e-mail and remote services.
2. Responsible for data entry of work order requests into the work order ticketing system.
3. Installs and configures computer hardware and software.
4. Installs, troubleshoots or repairs existing installations of computer hardware, software and peripherals.
5. Participates in long- and short-range technology planning.
6. Installs and configures necessary mobile devices, tablets, laptops, etc.
7. Monitors lifecycle hardware assessments and reports findings to IT Administrator and IT Manager for processing.
8. Determines printing and connectivity problems and resolves them.
9. Provides software installations, network troubleshooting and maintenance of other technology equipment, as needed.

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10. Participates in planning, designing and implementing systems modifications and enhancements.
11. Ability to travel independently within a defined region and acts as a field service technician to other collaborative agencies for on-site systems support.
12. After hours support and overnight, offsite work may be required.
13. All other duties as assigned.

In Addition.

- In the event the IT Technician possesses bilingual skills, the incumbent may be required to perform translation services at the direction of the President.
- Attend committee meetings and participate in community events and PFC sponsored events at the direction of the President.
- It is the responsibility of all staff to contribute to the positive work environment at PFC.
- PFC staff may work multiple grant activities; Time worked may be allocated as appropriate.
- PFC staff may work in other counties at the direction of the PFC President or designee; Time worked may be allocated as appropriate.
- PFC employees will abide by the PFC policies and procedures and confidentiality statement in regards to working with sensitive information.
- The IT Technician is responsible for other duties as assigned.

ESSENTIAL FUNCTIONS: (4)

Non-Exempt/Exempt Non-Supervisor

1. Responds to concerns/complaints (internal and/or external) in a professional/timely manner; refers concerns/complaints to immediate supervisor, when appropriate; maintains composure at all times;
2. Assumes responsibility for personal productivity and quality of work; recognizes/communicates problems and suggests solutions to immediate supervisor;
3. Carries out directions; follows through and completes assignments in acceptable time frames; applies technical and procedural know-how to get the job done in an acceptable manner; adjusts behavior for the effective use of time and resources;
4. Effectively supports co-workers in establishing and achieving objectives while showing courtesy and respect toward others;
5. Assumes responsibility for managing personal time/schedules/deadlines; advises immediate supervisor of any conflict which may inhibit the organization's obligations; observes established rules/policies/procedures;
6. Communicates ideas/information for improving efficiency/procedures/cost control;

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7. Coordinates time off/time away from work site with immediate supervisor to minimize disruptions to the unit/ organization;
8. Takes initiative to accomplish goals; demonstrates ability to learn on the job; maintains appropriate skills for the position;
9. Interacts with other departments/providers to assure information that affects the organization is communicated to the proper recipients.
10. Acknowledges and abides by all PFC established policies and procedures.

Knowledge, Skills, and Abilities:

1. Thorough knowledge of daily operational procedures and basic maintenance of LAN and WAN systems.
2. Thorough knowledge of advanced operations of personal computers and mobile devices.
3. Possess debugging and problem determination techniques and ability to provide problem resolution.
4. Assist in conducting technical research and makes formal presentations on summarized findings.
5. Assist in recommending cost-effective technology solutions.
6. Knowledge of networking operating systems, as well as current Microsoft Office applications.
7. Ability to establish and maintain tactful and cooperative working relationships with other staff members, other agencies, consultants and the general public.
8. Superior organizational skills and initiative; capacity to accept and follow through on assigned responsibilities with minimal guidance.
9. Ability to establish and maintain effective working relationships with supervisors, peers, private providers, community agencies, and other resources.
10. Ability to carry out functions with minimal supervision.
11. Ability to foster an environment that minimizes consequential errors.
12. Communicates clearly and concisely, both orally and in writing.
13. Ability to maintain confidentiality of information in the performance of duties.
14. Exhibits a thorough knowledge of the organization's goals, missions and services.

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- 15. Possess strong interpersonal skills that allows for appropriate interaction with personnel in the state, in the community, and within the agency.
- 16. Works competently with the computer and related software, calculator, telephone, fax machine, copy machine, and other equipment, as required.
- 17. Experience in network topologies, media, and access methods.

Education and Experience - Minimum Requirements:

- 1. Associate’s Degree in Information Systems, Computer Science or other related field or equivalent combination of education and experience. Bachelor’s Degree preferred. Minimum of four years of experience in the operation of computer systems with limited network experience. MCP (Microsoft Certified Professional) or A+ certification is desired.

OR

- 2. High School Diploma or equivalent combination of education and experience. Associates’ Degree preferred. Minimum of six years of experience in the operation of computer systems with some network experience. MCP (Microsoft Certified Professional) or A+ certification is desired.
- 3. Valid driver’s license.

Physical Requirements:

- 1. Must be able to lift and carry at least 50 pounds.
- 2. Must be able to perform *Essential Functions* of the position

Employer’s Rights: This job description is general in nature and illustrative of the kind of duties and responsibilities required of this position is not exhaustive and does not contain a detailed description of all of the duties that may be required of the incumbent occupying this position.

Created /Evaluated		
Revised	July 1, 2010	
	July 1, 2014	Added Help Desk duties
	May 2015	Changed purposes and duties to align with dept functions
	June 2015	Add compliance with the US Department of Labor, Wage and Hour Division FLSA Sections 13(a)(1), 13(a)(17), and Regulation 29 CFR Part 541
Re-evaluated	April 2018	