

**JOB DESCRIPTION**  
**JOB TITLE: IT Technician**

**DEPARTMENT:** Information Technology

**I. POSITION PURPOSE**

Directly responsible for the day-to-day operation of the Agency's Management Information System (MIS). Supports upgrades and modifications to the MIS in support of operational requirements. Maintain the operational capability of equipment located in Agency offices. Performs the following duties directly.

**II. NATURE AND SCOPE OF RESPONSIBILITIES** include, but are not limited to, the following. Other duties may be assigned.

Directly assists in the day-to-day operation of the Agency's IT Systems and general help desk calls.

Accomplishes actions to alleviate problems/shortfalls and ensures the MIS is always operational.

Integrates procured/modified hardware/software into the Agency's MIS.

Responds to equipment malfunctions and takes/direct appropriate actions to remedy problems and restore operational capability.

Tracks equipment malfunctions and recommends corrective actions to alleviate future problems.

Accomplishes training of Agency staff in the proper operation of equipment owned/leased by the Agency.

Makes recommendations on the disposal of outdated/non-operational Agency equipment.

Will be required to travel in order to attend meetings, training, or conduct business off site. Must have a valid driver's license and meet agency underwriting standards if driving on agency business. Not required to transport clients.

Refrains from assuming any duty that is unrelated to and/or interferes with the responsibilities of the position.

Advocates, promotes, and practices cultural sensitivity and responsiveness in all day-to-day interactions.

Develops, promotes, and practices teamwork in all activities.

**SUPERVISION:**

No direct supervisory responsibilities.

**III. EDUCATION, EXPERIENCE AND OTHER QUALIFICATIONS**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**EDUCATION AND/OR EXPERIENCE:**

Associate's degree or certificate from a Technical School preferred, High School/GED diploma required with experience in computer systems.

**PRESENTATION SKILLS:**

Ability to read, analyze and interpret common scientific and technical journals, and legal documents. Ability to respond to common inquiries or complaints from customers, regulatory agencies, or members of the business community. Ability to write speeches and articles for publication that conform to prescribed style and format. Ability to effectively present information to top management, public groups and/or Board of Directors.

**FINANCIAL/COMPUTATIVE SKILLS:**

Ability to read and interpret financial statements, budgets, audit reports, etc. Ability to perform basic mathematical operations such as discounts, interest, commissions, proportions, percentage, area, etc. Ability to apply concepts of basic algebra, geometry, and statistics. Familiarity with computers and their capabilities.

**ANALYTICAL ABILITY:**

Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical, graph, chart or diagram form and deal with abstract and concrete variables.

**CERTIFICATES, LICENSES, REGISTRATIONS:**

None required.

**IV. PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to talk, hear, stand, sit, and walk. The employee frequently is required to use hands and fingers; climb or balance; and stoop or kneel.

The employee must regularly lift and/or move up to 10 pounds, occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, and the ability to adjust focus.

**V. WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee occasionally works in outside weather conditions.

The noise level in the work environment is usually moderate.

**VI. PRINCIPAL ACCOUNTABILITIES**

Maintains the Agency's MIS on a day-to-day basis.

Responds to helpdesk calls and completes tasks assigned from the support ticket portal.

Maintains Agency equipment to ensure maximum operational capability.

Responds to requests from Agency staff and takes remedial actions to ensure requirements are met.

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Employee Printed Name

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Date

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Employee Signature