

Great Lakes Bay Michigan Works

Position	IT Technician / Help Desk	FLSA Status	Exempt - Full Time
Department	Information Technology	Pay Grade	Salary Range \$46,973-\$61,855.82

General Summary

Under the direction of the IT Director, the Information Technology Technician is responsible for providing technical and network support to GLBMW users and performing a range of duties in support of the IT Director and GLBMW technology needs. This includes the installation and configuration of software and hardware, basic network support, repair and maintenance of a variety of equipment, and supporting the technology needs of the organization.

Essential Duties & Responsibilities

The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this job. Employees may be requested to perform job-related tasks other than those specifically presented in this description.

- Provides comprehensive technical support to GLBMW staff, including troubleshooting desktops, printers, scanners, mobile devices, and a wide range of GLBMW applications, programs, and operating systems.
- Responds to user support tickets, assigning and following up as necessary to ensure timely resolution.
- Assists users with account access, including password resets and general account support.
- Installs, configures, and deploys workstations, computers, and mobile devices.
- Replaces basic hardware components and performs general equipment maintenance.
- Supports and maintains computers, printers, scanners, copiers, desk and cell phones, tablets, and other GLBMW issued devices.
- Configures and deploys new computers and cell phones, including upgrades and transitions to new equipment.
- Performs routine hardware and software updates to ensure systems remain current and compliant.
- Maintains accurate equipment inventory records for reporting and auditing purposes.
- Maintains accurate documentation of repairs, resolutions, and technical procedures.
- Provides audio/visual technology support as needed.
- Assists with deployments and other tasks as delegated by the IT Director.
- Performs other duties as assigned.

Minimum Entrance Qualifications

Education and Experience

- Associate's degree in Computer Information Systems or related field.
- Two (2) years of experience in a technical support or help desk role.
- An equivalent combination of training, education, and experience that provides the required skills, knowledge, and abilities may be considered.

Licenses or Certifications

- Require a valid driver's license

Preferred Qualifications

- Associate/Bachelor's degree in computer science or a related field
- CompTIA A+, Network+, or Security+ certification

Competencies for Successful Performance of Job Duties

Knowledge of:

- Audio and Video technologies
- IP Schemes and networking
- Active Directory knowledge
- Computer and peripheral troubleshooting and repair.
- Various advanced computer functions.
- Modern office equipment, procedures, and software packages.
- Various GLBMW applications and programs.
- Hardware used by GLBMW
- EDR applications for malware removal used by GLBMW.
- Patch management systems
- Basic PowerShell functions
- iOS and Android operating systems.

Skill in:

- Troubleshooting.
- Organization and time management.
- Following written and verbal instruction.
- Providing user support.
- Writing documentation.
- Assembling, disassembling, and replacing hardware.
- Establishing and maintaining effective working relationships.
- Written and verbal communication.
- Research and analysis.

Work Environment/Conditions

The work environment and exposures 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.

Work Environment	Seldom or Never	Sometimes or Occasionally	Frequently or Often
Office or similar indoor environment			X
Outdoor environment		X	
Street environment (near moving traffic)			X
Construction site	X		
Clinical health care environment	X		
In the community (homes, businesses, etc.)		X	

Warehouse environment	X		
Shop environment	X		
Detention center or correctional facility	X		

Exposures	Seldom or Never	Sometimes or Occasionally	Frequently or Often
Individuals who are unpleasant or unhappy		X	
Individuals with known violent backgrounds	X		
Communicable diseases	X		
Bodily fluids (blood, urine, etc.)	X		
Infectious waste	X		
Extreme cold (below 32 degrees)	X		
Extreme heat (above 100 degrees)	X		
Moving mechanical parts		X	
Risk of electrical shock		X	
Vibration	X		
Fumes or airborne particles	X		
Toxic or caustic chemicals, substances waste	X		
Loud noises (85+ decibels)	X		

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.

The position involves light physical demands, such as exerting up to 50 lbs. of force occasionally, and/or up to 20 lbs. of force frequently, and/or a negligible amount of force constantly to move objects.