



Cow Creek Government Office

Position Description

Position Title: IT Technician II

Department: GO

Reports To: IT Manager

FLSA Designation: Non-exempt

POSITION PURPOSE:

Under the general supervision of the IT Manager, this position is responsible for providing technical support to users of desktop computer, telephone, and office equipment. Also for assisting network administration staff in maintenance, repair, analysis, and development of network systems and enterprise applications as well as providing IT training for departmental and corporate staff.

ESSENTIAL FUNCTIONS:

- Performs corrective and preventive maintenance of desktop computers, telephones, and office equipment.
- Performs installation and configuration of hardware / software for desktop computers, telephones, and office equipment.
- Builds, tests, and deploys computers with correct software for the installation.
- Performs periodic inventories of desktop computer, telephone, and office equipment.
- Pulls data cables as necessary to accomplish task at hand.
- Accurately documents all work performed in Help Desk software application.
- Assists network administration staff in maintenance, repair, analysis, and development of network systems and enterprise applications.
- Provides departmental and corporate training on information technology.
- Ensures that customer needs are the first priority when approaching work assignments.
- Fosters a sense of teamwork and collaboration within the department and property by demonstrating respect for others' judgment and capabilities, and gives praise/recognition to those who earn it.
- Maintains confidentiality of verbal, written and electronic information. Limits access to information on a job-related, need-to-know basis.
- Ensures that both written and verbal communications are clear, concise, complete, accurate and effective.
- As assigned, acts as coordinator for various departmental activities.

QUALIFICATIONS:

- Either/or:
 - Associate of Science in Computer Information Systems or equivalent mix of experience and certification / degree required.
 - Microsoft Certified Desktop Support Technician certification or any 2 of the following:
 - Comptia A+
 - Comptia Network+
 - Comptia Security
- 2 years documented experience in maintenance and repair of desktop computer systems required.
- Excellent organizational, verbal, interpersonal, and customer relations skills.
- Advanced computer skills with extensive experience in repair and maintenance of computer systems.
- Achieve passing score on basic computer skills exam.
- Must be 21 years of age or older.
- Current Oregon Drivers License with the ability to qualify for the Cow Creek Government Office Drivers Program.
- Employee must maintain a neat, clean, and well-groomed appearance at all times (specific standards available).