



Cow Creek Government Office

Position Description

Position Title: IT Technician I

Department: GO-IT

Reports To: IT Director

FLSA Designation: Non-exempt

POSITION PURPOSE:

Under the general supervision of the IT Director, this position is responsible for providing technical support to users of desktop computer, telephone, and office equipment.

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.
- 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.

QUALIFICATIONS:

- Associate of Science in Computer Information Systems or equivalent mix of experience and certification / degree required.
- 1 year prior experience in customer service related field preferred.
- Prior experience in hands-on preventive and corrective maintenance of desktop computer systems preferred.
- Microsoft Certified Desktop Support Technician or Comptia A+ certification preferred.

- Advanced computer skills with education or equivalent experience in repair and maintenance of computer systems.
- Must be willing and able to work holidays and weekends as needed.
- Excellent organizational, verbal, interpersonal, and customer relations skills.
- Must be 21 years of age or older.
- Current Oregon Drivers License with the ability to qualify for the CCBUTI Drivers Program.
- Employee must maintain a neat, clean, and well-groomed appearance at all times. (Specific Standards available)