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## Job Description

<b>Job Title:</b>	Information Technology (IT) Technician	<b>FLSA Status:</b>	Exempt
<b>Division:</b>	Operations	<b>Prepared By:</b>	Jeff Healy
<b>Reports To:</b>	IT Systems Administrator	<b>Approved By:</b>	Karla Downing
		<b>Date:</b>	8/20/14

### Section 1: Summary of the Position

The individual in this position will work with the Information Technology (IT) Systems Administrator to meet the company's IT objectives. The individual will focus his or her efforts on supporting the hardware and software of the company's computers, phones, data collection vehicles, and servers. The individual will also collaborate with the IT Systems Administrator and other IT staff to maintain and improve the company's network, servers, and computer systems.

### Section 2: Primary Responsibilities

<b>Support</b>	<ul style="list-style-type: none"><li>• Provide IT support to company employees using company's computer systems with particular focus on company's Apple hardware and software</li><li>• Support the IT objective of maintaining 24/7 operability of mission critical business systems</li><li>• Assist with the delivery and installation of new software and software updates</li><li>• Provide help with email setup, troubleshooting, and administration</li><li>• Set permissions for new employees and administer changes to permissions for current employees as needed</li><li>• Provide software and hardware technical support for company computers</li><li>• Help ensure functionality of company phones, both mobile and in-house, by providing hardware and software support</li><li>• Perform computer and phone setup for new equipment and new employees</li><li>• Assist with the maintenance and upkeep of company and customer data collection vehicles' computer hardware and software</li><li>• Monitor, update, and support company servers that provide email, business operation services, Confluence, JIRA, marketing functions, and data storage</li><li>• Offer suggestions to improve IT-related purchasing decisions</li><li>• Perform other related duties as assigned</li></ul>
<b>Network, Server, and Computer Systems</b>	<ul style="list-style-type: none"><li>• Collaborate with the IT Systems Administrator to grow and improve the technology infrastructure of the company</li><li>• Assist with the improvement, maintenance, and updating of the server environment</li><li>• Conduct server and security audits, system backup procedures, and other recovery processes</li><li>• Work with the IT Systems Administrator to identify and perform processes to maintain a stable network environment</li><li>• Review infrastructure capacity and performance requirements on a regular basis</li><li>• Work with IT Systems Administrator to manage the placement of Production data and other company data on company servers</li><li>• Monitor performance levels of software and hardware and evaluate, recommend, and propose alternative methods of information processing</li><li>• Perform daily system back-ups as necessary</li><li>• Assist with establishing and maintaining a realtime hardware and software inventory system</li><li>• Assist in the development and implementation of disaster recovery and back-up procedures</li><li>• Perform other related duties as assigned</li></ul>

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## Section 3: Competencies

### Communication

#### Key Behaviors

- Clearly conveys ideas verbally and in writing
- Communicates information in a logical and sequential manner to aid understanding
- Ensures that regular communication occurs based on the needs of the project or the individual
- Clarifies the meaning and intent of others' communication when it is unclear
- Adjusts language to address the needs of differing audiences
- Utilizes strong listening skills to formulate direct, responsive answers to questions
- Effectively communicates complex ideas using analogies, visuals, and other techniques
- Creatively identifies and utilizes effective communication channels and methods

### Organization

#### Key Behaviors

- Plans, prioritizes, and organizes tasks
- Schedules time appropriately to accomplish objectives
- Stays focused and avoids distractions
- Breaks down projects into component tasks
- Gives accurate and effective instructions to maximize productivity
- Manages competing demands while maintaining attention to critical issues

### Build Value

#### Key Behaviors

- Anticipates and adjusts to end users' needs
- Prioritizes work based on company expectations
- Evaluates the impact of decisions on end users
- Provides exceptional service to end users
- Makes it easier to for employees to complete their work

### Technical Expertise

#### Key Behaviors

- Perform complex tasks in areas of expertise
- Uses good judgement to handle issues and problems
- Keeps informed about current issues, relevant trends and/or legislation in areas of expertise
- Acquires and applies new skills as necessary
- Tracks new advancements and cutting-edge developments
- Acts as a technical resource and transfers knowledge and skills to others
- Exercises good judgement
- Modifies or creates appropriate methods and techniques in response to changing technology

## Section 4: Qualifications

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.

### Specialized Knowledge and Skill Requirements:

Ability to obtain an advanced understanding of Oracle, MySQL, Shell (Bash, etc.), Microsoft Windows, OS X Client and Server, Linux, UNIX, Solaris, RAID, SAN, DAS, PHP, MySQL, Java, Apache, and VMware.

A knowledge base of Apple hardware and software is required.

### Education/Licenses/Certificates:

- BS degree preferred.

- 3 years of relevant experience or equivalent combination of experience and education.

**Section 5: Travel**

Required travel: 5%

**Section 6: Physical and Environmental Demands of the Position**

None Listed

**Section 7: Disclaimer Statement**

The information contained in this job description is intended to describe the essential job functions required of those assigned to this job. It is not intended to be an exhaustive list of all accountabilities, activities, and knowledge needed to perform the job. Please note that job functions are reviewed periodically and are subject to change based upon company business need.

\_\_\_\_\_  
Employee Name (printed)

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

CC: Employee  
Employee General Personnel File