

## **User Support Technician**

### **Qualifications**

2 year technical degree in computer science or related discipline and 3 years of hands on experience with PC Hardware and Software, Lotus Notes preferred. Equivalent education/experience combination accepted.

### **Duties**

1. Reports to Supervisor of User Support.
2. Provides technical support to local and remote users for all IT Hardware, software and related electronics. Software packages include Microsoft Windows XP, Microsoft Office 2003, Lotus Notes, Adobe Acrobat, Internet Explorer and various web based proprietary applications.
3. Maintains an adequate level of knowledge of operating systems and commercial and custom application software being used to provide high levels of support to customers.
4. Assists with training users on desktop operating systems, commercial and custom software, and LAN operations.
5. Installs, diagnoses, repairs and maintains all hardware and peripherals ensuring optimal workstation performance.
6. Assists other helpdesk personnel with technical support and research for user problems and updating service requests.
7. Assists with troubleshooting of remote office connectivity and shared resources including printers, faxes, data and application software.
8. Recommends purchases consistent with organization's needs, objectives and standards.
9. Recommends and implements policies, procedures and standards to ensure usage, minimal risk and maximum support efficiency. Effectively documents processes as needed.
10. Helps maintain accurate inventory for all hardware, software, maintenance and licensing information.
11. Participates in team meetings providing input and suggestions for improving service efficiency and reducing costs.
12. Participates in After-hours support rotation.
13. Performs other duties as requested.

The person in this position needs to possess good communication skills (both written and verbal), follow a team concept and support both agency goals and co-workers. Employees must be able to effectively work with and be respectful and sensitive to persons from various cultures, socioeconomic, ethnic, religious and racial backgrounds.

\_\_\_\_\_  
Employee's Printed Name

\_\_\_\_\_  
Date

\_\_\_\_\_  
Employee's Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor's Signature

\_\_\_\_\_  
Date