Position Title	IT Technician		
Working Title			
FLSA Status	Eligible	Job Code	0801
Salary Band	A3	Revised	1/2019

General Purpose

Working under moderate supervision, within established procedures this position assists the Endpoint Administrator with the installation, maintenance, and repair of desktop computer hardware, software and peripherals.

Illustrative Examples of Duties and Responsibilities

Responds to requests for service as assigned, following established procedures.

Follows established procedures to install, maintain and/or repair desktop computer hardware/software and peripheral equipment, including all printers. Performs routine maintenance. Troubleshoots hardware and software problems. Refers complex issues to the Endpoint Administrator.

Answers telephones and refers calls as needed; responds to Helpdesk requests by providing hardware and software assistance, to include troubleshooting and hardware repair. Maintains Helpdesk records.

May recommend desktop and laptop computer hardware, software, and peripheral equipment for purchase.

May assist with technology-related programming and training initiatives as assigned.

Performs other related tasks as assigned.

Supervision

Reports to: Endpoint Administrator
Supervises: N/A

Minimum Qualifications

Required
- Associate's degree in computer science or related field
- Three years of increasingly responsible desktop support experience, including installation, maintenance, and repair of desktop computers

Preferred
N/A

The District may accept an equivalent combination of education and experience in lieu of the above requirements.

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Argonne Library 509.893.8260	Deer Park Library 509.893.8300	Medical Lake Library 509.893.8330	North Spokane Library 509.893.8350	Spokane Valley Library 509.893.8400

Necessary Knowledge, Skills & Abilities

Knowledge of
- Troubleshooting desktop computer hardware and software.
- Maintaining and repairing computer hardware.
- Microsoft Office application software.

Skill in
- Use of a variety of computer software programs and equipment to perform duties.

Ability to
- Provide technical assistance to customers having varying levels of technical expertise and aptitude.
- Organize and maintain records and files.
- Gather and analyze data and prepare reports.
- Communicate effectively with staff and others, both orally and in writing
- Consistently demonstrate effective customer service behavior(s);
- Interact in a professional and respectful manner with District staff and the public;
- Maintain confidentiality of information;
- Establish and maintain effective working relationships in a team environment;
- Use initiative, problem-solving skills, and sound judgment;
- Manage detail, recognize and set priorities, meet deadlines, follow directions, and work accurately.
- Work effectively with co-workers and District staff in a cooperative and respectful manner.

Work Environment/Physical Demands

Work is performed primarily in an office environment while sitting/standing at a desk for extended periods of time. The noise level is usually moderate.

An individual performing the duties in this position may be required to sit or stand for long periods of time, lift or move up to 40 pounds and/or push and/or pull objects weighing 50-100 pounds on a wheeled cart or book truck.

Special Requirements

- Criminal background check required.
- Must have valid driver's license and required mandatory insurance when operating a privately owned vehicle for business purposes.
- Must be able to travel to other locations to perform work, and/or attend work-related meetings, workshops or conferences.

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The duties listed above are intended only as illustrations of the types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

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