
Job Title: Technical Support Representative	FLSA: FT/Non-Exempt
Department: IT	EEO: 1
Reports To (position): IT Manager	Job Classification: Admin Support
Completed By: Jamie Jenna Soto	Date Created: 4/29/2014
Approved By:	Date Revised: 03/11/2021
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Job Summary:

Provides technical support to users by researching and answering questions; troubleshooting problems; maintain PC's, thin clients, servers, internet connections, printers, firewalls and LAN performance.

Duties and Responsibilities:

- Work directly with IT Manager on daily tasks and on major projects
- Act as back up and coverage in IT Manager's absence
- Ability to respond to emergency system situations in a timely manner with a sense of urgency
- Provides answers to clients by identifying problems; researching solutions; guiding clients through corrective steps
- Improves client references by writing and maintaining documentation
- Communicate with communication vendors and clients to resolve connection related issues
- Verify backups, monitor servers and network
- Improves system performance by identifying problems
- Network cabling – install runs as needed
- Accomplish information systems and organization mission by completing related results as needed/
Sense of urgency is essential
- Assist with projects and assignments within other departments when necessary

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Education, Experience, Skills and Abilities Required for Consideration as a Candidate:

- High School Diploma or Equivalent (Associates or Bachelors preferred)
- 3-5 years experience in help desk environment
- LAN Knowledge
- PC Proficient
- Operating systems experience
- System Administration
- Firewall experience
- Strong written and verbal communication
- Strong Organizational skills
- Focus on Quality
- Ability to work a flexible schedule based on need

Competencies (if applicable):

Business Acumen

Timely Decision Making

Strong Communication

Decision Quality

Ethics & Values

Listening

Managing & Measuring Work

Planning

Priority Setting

Problem Solving

Drive for Results

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How Much Supervision is Required:

_____ Limited: Employee generally proceeds on their own initiative in compliance of company's policy and procedures. The employee is able to train others.

X General: Involves light guidance and provides help/assistance rarely and generally only at the request of the employee.

Financial Responsibility:

List any signature authority, budget controls and expenditures levels

- No financial responsibility or signing authority
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Confidentiality:

List level of confidentiality such as proprietary, financial, personnel, strategic

High

Decision Making:

What level of decision making does this position have, including effect on policies and procedures; does this position develop, recommend, approve or have final authority, etc.

Moderate

Disclaimer: The statements included herein are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified. The Company retains the right to add to or change the duties of this position at its discretion.

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I. Physical Requirements of this Position

A. How much on-the-job time is spent performing the following physical activities?

Physical Activity	Amount of Time			
	None	Less than 1/3	1/3 to 2/3	More than 2/3
Standing	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Walking	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sitting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Use hands to finger, handle, or feel	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Reach with hands and arms	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Climb or balance	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Stoop, kneel, crouch, or crawl	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Talk or hear	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Taste or smell	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

In an average workday, the employee primarily performs: (Check one)

- Sedentary Work:** Lifting 10 lbs. Maximum and occasionally lifting and/or carrying such articles as docket, ledgers and small tools. Although a sedentary job is defined as one which involves sitting, a certain amount of walking and standing is often necessary in carrying out job duties. Repetitive motion of hand and finger movement to manually input data using a keyboard may be required for up to eight hours a day. Jobs are sedentary if walking and standing are required only occasionally and other sedentary criteria are met.
- Medium Work:** Lifting 50 lbs. Maximum with frequent lifting and/or carrying of object weighing up to 25 lbs.
- Heavy Work:** Lifting 100 lbs. Maximum with frequent lifting and/or carrying of object weighing up to 50 lbs.

B. Visual Acuity Requirements of this position including color, depth perception and field of vision (Check one)

- Close Vision:** Clear vision at 20" or less.
- Distance Vision:** Clear vision at 20' or more.
- Peripheral Vision:** Ability to observe an area that can be seen up and down or to the left and right while eyes are fixed on a given point.
- Depth Perception:** Three-dimensional vision, ability to judge distances and spatial relationships.
- Ability to Adjust Focus:** Ability to adjust the eye to bring an object into sharp focus.
- No special vision requirements.**

C. Select the level of noise that is typical in the work environment for this job: (Check one)

- Very quiet conditions** (Examples: forest trail, isolation booth for hearing test)
- Quiet conditions** (Examples: library, private office)
- Moderate noise** (Examples: business office with typewriters and/or computer printers, light traffic)
- Loud noise** (Examples: normal shop conditions)
- Very loud noise** (Examples: jack hammer work, metal can manufacturing department)

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II. Work Environment

A. How much exposure to the following environmental conditions does this job require?

Environmental Conditions	Amount of Time			
	None	Less than 1/3	1/3 to 2/3	More than 2/3
Wet or humid conditions (non-weather)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Work near moving mechanical parts	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Work in high, precarious places	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fumes or airborne particles	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Toxic or caustic chemicals	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Outdoor weather conditions	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Extreme cold (non-weather)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Extreme heat (non-weather)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Risk of electrical shock	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Work with explosives	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Risk of radiation	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Vibration	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Work/job-related travel	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

B. Additional physical requirements and/or environmental conditions not mentioned above:

Completed By: Jenna Bryant

Date: 02/12/2018

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
