

## **INFORMATION TECHNOLOGY TECHNICIAN JOB DESCRIPTION**

**A new position of Information Technology Technician is open.**

- A. Employee must be willing to headquarter and report to work in the Green City area.
- B. Employee will be required to accomplish satisfactorily the following work assignments.
  - 1. Employee will be responsible for the implementation and maintenance of all company computer hardware and peripheral equipment, maintenance of computer operation systems, software programs and applications.
  - 2. Employee will be responsible for assisting with installation, inventory, and maintaining routers, servers, firewalls, and other equipment as deemed necessary.
  - 3. Employee will provide user technical support and provide guidance on IT-related processes and procedures.
  - 4. Employee will follow internal and/or external guidelines to backup data according to a schedule, while also backing up data as requested.
  - 5. Employee will assist with daytime or nighttime software/hardware upgrades periodically as needed.
  - 6. Employee will provide managed IT services to customers to include assisting, teaching, and repairing customer devices.
  - 7. Employee will be responsible for working with all employees in our company to help solve technical issues proficiently.
  - 8. Employee will continually work towards certification i.e, A+, Network+, Sec+, and/or other trainings deemed appropriate by their supervisor.
  - 9. Employee will work towards maintaining cyber security compliance for the company.
  - 10. Employee will be responsible for maintaining and keeping the company website up to date.
  - 11. Employee will provide assistance and implement Hosted PBX and camera systems for customers.
  - 12. Employee will be required to complete other tasks and duties as required by management.
- C. Employee will be under the supervision of the IT Manager or of another supervisor designated by the General Manager
- D. The company will give consideration based on qualifications, ability, rank, and seniority – qualifications and ability prevailing.
- E. Appointment will be made after all applications have been reviewed and a candidate has successfully passed a standardized IT aptitude test with a passing score of 85% or above.
- F. The appointees will be required to qualify within six months' time limit as specified in Article IX, Section 12 of the union contract.

**Preferred knowledge, skills, or abilities:**

- A.S. required, B.S. preferred in a Networking or Computer Science field and 2-years or more work experience in IT.
- Knowledge of Windows based applications and operating systems.
- Knowledge of LAN/WAN topologies, Ethernet, Windows, Linux, routers, firewalls, VPN, IP Subnetting, DNS, DHCP, SMTP, WIFI, TCP/IP and other protocols as needed.
- Versed in various office hardware, peripherals.
- Experience in computer operations and network administration.
- Highly detailed troubleshooting skills in switching, routing, hardware, and software to provide quick resolution times to complex issues.
- Skilled in oral and written communication to include the ability to clearly communicate with customers, employees, and various business contacts in a professional and courteous manner.

NEMR is an equal opportunity provider and employer.