

PRIVATE INDUSTRY COUNCIL OF WESTMORELAND/FAYETTE, INC.

JOB DESCRIPTION

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POSITION: **INFORMATION TECHNOLOGY SUPPORT TECHNICIAN**

PURPOSE: Supports the Information Technology Department in maintaining the technology equipment and software throughout the PIC organization

QUALIFICATIONS:

Education: Associate Degree required, preferred in Information Technology or related field
Experience: 1 year work experience in troubleshooting computers (installing, uninstalling, reinstalling, re-formatting)

Skills, Abilities and Knowledge:

- a. Ability to apply independent judgment
- b. Excellent oral and written communication skills
- c. Ability to achieve goals with little supervision
- d. Ability to maintain confidentiality
- e. Machine operation including calculator, photocopier, computer, etc.
- f. Extensive computer knowledge and skills

REPORTS TO: Information Technology Supervisor

SUPERVISES: None

JOB REQUIREMENTS and ESSENTIAL JOB DUTIES to be performed with or without reasonable accommodations:

Mental Concentration: Moderate concentration intermittently
Interruptions: Occur frequently
Physical Effort: Medium physical effort (up to 30 pounds) in predominantly sitting position, bending, lifting, stooping, reaching, and crouching
Special Demands: Extensive driving/travel, and potential eye strain
Special Requirement: Current Act 33 and Act 34 clearance documentation and FBI/DPW clearance documentation at hire. Valid PA driver's license, verification of car insurance coverage, as well as reliable transportation (validated yearly minimum).

Duties may include any or all of the following. This list is intended to be representative.

01. Assist with implementation and maintaining of computer, server, and other IT hardware
02. Troubleshoot any hardware or software problems (installing, uninstalling, reinstalling, re-formatting, etc.) and evaluate current equipment effectiveness
03. Assist with transporting technology equipment to PIC's various locations as needed, install and test systems to ensure they are operational.
04. Assist with installation of new hardware and software and help instruct staff on its use.
05. Assist with preventative maintenance as scheduled, including the installation of service packs, patches, hot fixes, anti-virus software, cleaning of workstations, printers, etc. – assist with monitoring daily system backups and rotating backup drives
06. Assist in special projects or assignments as directed
07. Complete forms, time cards, and other paperwork as required
08. Prepare and distribute reports as needed

CORPORATE EXPECTATIONS:

Every employee of the Private Industry Council of Westmoreland/Fayette, Inc. is an ambassador that influences the public's impression of our organization. As such, every employee is expected to demonstrate the following attributes: Commitment, Enthusiasm, Flexibility, Positive Attitude, Proactive Approach, and Teamwork. These qualities are important to both individual and corporate success.

PAY GRADE: D

HOURS PER WEEK: 37½
Non-traditional