



**POSITION TITLE:** Level 1 – IT Computer Support Technician  
**ORGANIZATIONAL UNIT:** Information Technology  
**REPORTS TO:** Chief Technology Officer  
**DATE WRITTEN:** February 28<sup>th</sup>, 2011

**GENERAL NARRATIVE DESCRIPTION:** This position performs the duties involved in computer technical support. These duties include responding to support requests via the help ticket system and performing assigned projects. Projects and requests will involve computer setup & configuration, hardware & software trouble shooting, following inventory procedures, some end user training, and communication with vendors for product research and support. This person must be organized, have knowledge of Microsoft Office/Operating Systems, and comfortable learning new technology skills as required. The Level 1 Computer Support Technician will work with the entire company staff as well as Alura's external customers. Some evening and weekend work may be required for special events.

**RESPONSIBILITIES AND DUTIES:**

1. Assist customers with software and hardware problems; performed by email, phone or in person.
2. Computer and related computer hardware/software troubleshooting.
3. Review daily backup, update and maintenance logs.
4. Computer system installation and relocation.
5. Maintain a neat and organized workspace.
6. Thorough knowledge of computer hardware maintenance (trouble shooting to part level)
7. Thorough knowledge of Windows operating systems.
8. Monitor support inbox for support requests and voicemails.
9. Perform OS and software updates as needed.
10. Answer support phone calls and emails and document issues via in-house CRM.
11. Perform routine maintenance on computers as needed for support issues or as scheduled maintenance.
12. Research hardware & software product availability, pricing and specifications.
13. Handle multiple projects simultaneously.
14. Works as a team player that assists in all aspects of the company.
15. Ability to perform on site support in any of Alura's customers.
16. Report to work on time, as scheduled.
17. Contributes constructively in department meetings.
18. Use the established CRM system to monitor and track projects and technical support issues.
19. Assist in obtaining and preparing data for decision-making, planning and evaluation.
20. Maintains and assures confidentiality of data.
21. Prepares and maintains appropriate written documentation for systems, infrastructure, maintenance logs and procedures, write procedures, use knowledgebase and have good documentation process.
25. Performs other duties as assigned by the supervisor.

**SUPERVISES:** None

**EXPERIENCE:** 2-4 years of directly related experience. Excellent troubleshooting skills. Good communication skills (written, oral and listening). Strong multi-taking skills. Must have ability to work independently as well as be a team player.

**EDUCATIONAL BACKGROUND:** Minimum of Associates Degree strongly preferred.  
Experience with office operations, and general Windows OS and Microsoft Office products required.

**PREFERRED KNOWLEDGE, SKILLS, AND PERSONAL QUALIFICATIONS:**

1. Ability to support by phone and in person hardware and software.
2. Provide end user technical support and troubleshooting with network attached equipment such as Smartphones, Laptops, iPads, etc.
3. Experience with MS Operating systems, Windows XP-7, Windows Server 2003-2008
4. Strong knowledge Microsoft Active Directory and Domain support
5. Familiar with setup and configuration of ZyXel Firewalls and Cisco Switches
6. Comfortable calling Vendors
7. Comfortable calling external Tech Support and escalating issues if needed
8. Ability to work effectively with a wide variety of individuals and groups
9. Ability to work independently
10. Good skills with keyboard typing and mouse usage
11. Good, clear verbal communication skills
12. Good problem solving skills
13. Good organizational skills
14. Reliable and Dependable

**PHYSICAL DEMANDS:** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to sit and talk and hear. The employee is occasionally required to walk; use hands to finger, handle, or operate computers, objects, tools, or controls; and reach with hands and arms.

The employee is also occasionally required to lift and carry materials up to 50 pounds in weight. Specific vision abilities required by this job include close vision and the ability to adjust focus.