



COMPUTER SERVICE TECHNICIAN

Opening Date: 2/25/2021

Closing Date: until filled

Status: Fulltime, non-exempt

Rate: \$18-20 per hour,
DOQ, DOE

ROLE OVERVIEW

This position provides IT technical assistance and support to local, internal and external customers.

MINIMUM QUALIFICATIONS

- Education/Experience: Technical training and 0-2 years of experience in technology related fields, including hardware, general knowledge of Microsoft business products and other software. A background network security would be a plus.
- Technical Skills: Repair and configuration of computer/laptop, printer, switches, routers, cameras, and other network security devices.
- Other certificate/license would be plus: Valid driver's license, technical training with a certificate and safety training.
- Behavioral Competencies:
 - Support Wind Circle Network, Inc. mission statement.
 - Demonstrate an ability to function successfully in a team environment.
 - Exhibit professional, courteous, and respectful skills when dealing with internal and external customers. Displays a positive attitude and flexibility in changing situations.
 - Participates in identifying problems and suggesting solutions.

ESSENTIAL FUNCTIONS:

- Installs computer hardware and peripheral components. Loads and verifies correct operation of software and system backups.
- Troubleshoots and resolves routine hardware, software, and user problems.
- Implements and troubleshoots network infrastructure devices, including wireless access points, firewall, routers, switches, controllers.
- Troubleshoots and repairs computer system hardware and peripheral components. Responsible for systems updates to be current.
- Provide quotes on new hardware and software for existing customers.
- Functions as a dependable member of the team, interpreting and following policies and procedures, and demonstrating positive interpersonal relationship skills to promote a harmonious working environment and outstanding customer service.
- Applies basic knowledge and develops advanced skills in procedures, techniques, tools, materials, and/or equipment, as appropriate.
- Performs other duties as assigned.