

Posted: 03/09/10

Expires: 03/15/10

Or until filled

F/T Position

Shift: 1st

of Openings - 1

JOB POSTING

JOB TITLE: **Computing Support Technician II**
Salaried ___ (exempt) ___ (non-exempt) -- Hourly X

REPORTS TO: IT Manager

Required Education: High School () College (X) Degree: (or Equivalent) Experience can be substituted for education

Special Training Needed: Must have a valid Florida Drivers License.

Experience Required: One to three years previous computing technology experience, preferably with a PC and TCP/IP Networking. A pleasant demeanor is a must, since the position has a high degree of personnel contact in sometimes-difficult situations. The position also requires good written and verbal communication skills with the ability to communicate information tactfully.

DESCRIPTION OF JOB DUTIES

- Inventory, document and inspect various hardware and software computer systems.
- Assure compliance with Company IT policies and procedures.
- Identify areas of non-compliance and recommend corrective action.
- Troubleshoots hardware (systems as well peripherals) and software (Operating systems and applications) for operation (not to include servers).
- Inventory all new equipment, annotate in company records and send in paperwork (warranty, etc.).
- Install and test hardware and software on company computers.
- Clean and maintain computers, printers and other office equipment, etc.
- Understand and use word processors, spreadsheets and various other applications.
- Research, order and track parts.
- Maintain logs and files. Prepare and submit related reports to supervisors.
- Familiar with installation of network cable, RJ45 and RJ11 connections.
- Ability to read and create network diagrams, etc.
- Very familiar with hand tools and their safe use.
- Soldering and crimping procedures.
- Directly support manufacturing software and initiatives.
- Directly support internal phone system and users.
- Assist with report writing.
- Perform related duties as required.

REQUIREMENTS

Candidate must possess advanced knowledge of Microsoft Windows XP Professional and 2000 operating systems as well as software applications: Word, Access, Excel, Power Point, Exchange, Outlook, etc. Experience with help desk systems helpful. Detailed hardware and software configuration and troubleshooting skills with respect to desktop/laptop computers and printers are required. Candidate must be very resourceful and have excellent customer service skills. Must be able to learn quickly and be capable of performing assigned tasks with minimal supervision.