

**LIFE MANAGEMENT CENTER OF NORTHWEST FLORIDA, INC.
JOB DESCRIPTION**

DATE ESTABLISHED: 01/02/01
DATE LAST AMENDED: 06/10/04
DATE LAST REVIEWED: 04/29/08

TITLE OF POSITION: Help Desk PC/Support Technician, Bay County

POSITION NUMBER: 54-01

PROGRAM: Center Administration

COMPONENT: Information Technology Department

MINIMUM TRAINING AND EXPERIENCE REQUIREMENTS: High school graduate or equivalent. Data entry, computer, and typing skills are required. Good organizational, problem solving and customer service skills required. Experience and knowledge of basic Microsoft Office products required. Knowledge of various office equipment i.e. printers, copy machines, and facsimile machine a plus. Initial understanding of networking essentials to include TCP/IP, VPN, and remote access are required. Any formal technology training (i.e., A+ certification and/or completed current MCSE) would be a plus.

PHYSICAL DEMANDS: Physical demands and work environment 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. Work involves sitting, walking, talking, hearing, using hands to handle, feel or operate objects, tools, or controls and reach with hands and arms. Vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception, and the ability to adjust focus. Employee may be required to push, pull, lift, and/or carry up to 40 pounds.

Compliance with minimum standards for screening of mental health personnel as contained in F.S. 394.4572.

SUPERVISOR: Supervisor of Network Operations

POSITIONS SUPERVISED: None

SALARY MINIMUM: \$8.50 per hour (\$17,680.00 annually)

WAGE AND HOUR STATUS: Exempt: _____
Non-Exempt: XX

DESCRIPTION OF DUTIES AND RESPONSIBILITIES:*

PRIMARY FUNCTIONS: (Primary functions of this position are listed below. The position also includes additional functions as needed and/or assigned by supervisor.)

1. Responsible for taking initial IT help desk calls and documenting description of issue into Track IT work order database.
2. Mail distribution and receipt for the IT Department.
3. Responsible for updating hardware and software inventories.
4. Maintaining IT equipment library; checks equipment in and out.
5. Produce Track IT reports as required by Program Director for Management team meetings.
6. Change user passwords.
7. Setup new users on Network in accordance with approved checklist.
8. Maintain and update data in Track IT asset equipment inventory.
9. Product research and analysis for completion of requisitions.
10. Responsible for maintaining time spent on assigned projects in Track-it work order system.
11. Regularly Updates and maintains telephone extension lists.
12. Attend IT Departmental meetings as required.
13. Responsible for departmental meeting minutes and dictation.

SECONDARY FUNCTIONS: (Secondary functions of this position are listed below. The position also includes additional functions as needed assigned by supervisor and/or Director of IT.)

1. Assist PC Technician in set up, configuration and installation of new PCs as needed.
2. Assist PC Technician in set up, configuration and installation of software programs as needed.
3. Assist PC Technician in set up, configuration and installation of printers as needed.
4. Assists PC Technician in testing, reconfiguring and redeploying equipment from existing inventory as needed.
5. Assist in troubleshooting hardware issues stemming from PC and network usage and repair as necessary.

6. Assist in troubleshooting software issues stemming from PC and network usage and resolve as required.
7. Assist the Maintenance Department with movement of offices as they relate to IT Equipment.
8. Perform duties for IT projects as needed and assigned by the Supervisor of Network Operations or the IT Director.

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_____ Date: _____