



BREAK/FIX FIELD TECHNOLOGY SERVICES TECHNICIAN

Non- Exempt

General Definition of Work

Performs intermediate technical work for break/fix of technology hardware, installation of software, desk side support and related work as apparent or assigned.

Qualification Requirements

Graduation from a two year college or technical school with a degree in a related field and one year experience (preferred); or equivalent combination of education and experience. Experience and peripheral troubleshooting along with one of the following certifications (preferred): A+, Net+, Security+, Windows, etc.

Knowledge, Skills and Abilities

- Basic knowledge of electronic principles and fundamentals of physics as applied in electronics.
- General knowledge of computers and related technology devices.
- General knowledge of electronic devices.
- Familiarity with the operation and uses of standard test equipment.
- Basic knowledge of mathematical principles as applied in electronic circuit analysis.
- Ability to utilize oral and written communication effectively with end-users and staff.
- Must have a general working knowledge of Microsoft Office Applications, and Windows operating system environment.
- Excellent verbal and written communication skills with emphasis in customer service, including experience handling difficult customers and conflict resolution.
- Ability to identify issues that impact end users and follow through on resolving problems.

Salary

Pay Grade 68

Reports to

Director of Technology

Essential Functions

- Assists with the installation and upgrade of hardware, software, and related peripherals.
- Reads and interprets schematics, wiring diagrams, and manuals.
- Executes service delivery by performing: PC break-fix; MAC break-fix, Desk Side support, installs, moves, adds, changes according to Managed Client Policy and Procedure Guide.
- Maintains an inventory of electronic components needed to make timely repairs
- Addresses Help Desk trouble tickets and work order requests on a daily basis.
- Provides detailed documentation for repairs and action taken to resolve orders.

Physical Requirements

- Requires the frequent exertion of up to 50 pounds of force.
- Regularly requires standing, walking, speaking or hearing, using hands to finger, handle or feel, climbing or balancing and reaching with hands and arms.
- Frequently requires pushing or pulling and lifting.
- Occasionally requires sitting and stooping, kneeling, crouching or crawling.
- Requires ability to adjust focus, depth perception and color perception.
- Vocal communication is required for expressing or exchanging ideas by use of the spoken word.
- Hearing is required to perceive information at normal spoken word levels.
- Requires preparing and analyzing written or computer data.
- Requires visual inspection involving small defects and/or small parts.
- Requires use of measuring devices.
- May require assembly or fabrication of parts within arm's length.
- Must be able to operate machines, motor vehicles or equipment.
- Frequently requires working in high, precarious places.
- May be exposed to the risk of electrical shock.
- Occasionally requires exposure to fumes, airborne particles and/or to outdoor weather conditions.
- Work is generally in a moderately noisy location (e.g. business office, light traffic).

Special Requirements

Valid North Carolina driver's license.

Disclaimer

The preceding job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees to this job.