**TITLE: Technical Support Technician**

**EFFECTIVE: January 24, 2019**

**REPORTS TO: VP for Information Technology**

**METHOD OF PAY: Salary**

**PURPOSE OF YOUR POSITION:**

The primary purpose of your job position is to ensure continuity of computer system services for computer users by providing the technical expertise, assistance, and project coordination necessary to install computer software products, modify/repair hardware and resolve technical problems. As **Technical Support Technician**, you are delegated the administrative authority, and accountability necessary for carrying out your assigned duties.

**KEY STRENGTHS AND REQUIREMENTS**

* Must be able to read, write, speak, and understand the English language.
* Must possess the ability to deal tactfully with personnel, residents, family members, visitors, government agencies/personnel and the general public.
* Must possess leadership ability and willingness to work harmoniously with other personnel.
* Ability to plan, organize, develop, implement, and interpret the programs, goals, objective, policies and procedures of the facility.
* Must have the ability to act as a liaison between IS and management.
* Must maintain the care and use of administrative supplies, equipment, etc., and maintain the IS department in a clean, safe and attractive manner.
* Must possess the ability to seek out new methods and principles and be willing to incorporate them into existing IS practices.
* Must be knowledgeable of computers, calculators, system applications, and other office equipment.
* Must be able to communicate IS policies, procedures, regulations, reports, etc., to staff members and government agencies/personnel.

**EDUCATION / EXPERIENCE:**

Must possess, as a minimum, an associate degree in Computer Science or equivalent experience with two or more years’ experience as a computer specialist.