

# Job Summary: IT Support Technician

## Policy

- A. This job summary describes the requirements and responsibilities of the IT Support Technician services position at Vital Care Inc.
- B. The IT Support Technician services worker is a non-exempt position.
- C. This job description must be signed before the end of orientation.
- D. This job description will be used as part of the employee 90 day evaluations and will be signed by the employee and supervisor at that time.
- E. This job description will be used as part of the employee yearly performance evaluation and will be signed by the employee and supervisor at that time.

## Job Summary

This position will be responsible for maintaining the integrity of all computer workstations and associated software. The IT Technician will also be the main point of contact for employee who are experiencing computer issues.

## Qualifications

- High School Diploma or equivalent;
- 2 years or more related experience;
- Ability to prioritize multiple tasks;
- Good communication and interpersonal skills;
- Good client/customer service skills;
- Ability to follow oral and written instructions;
- Ability to work effectively with a team;
- Ability to work independently as needed to support the group effort;
- Basic knowledge of cleaning products or willingness to learn;
- Valid Driver License required.

## Physical Requirements

Task	Estimate
The employee must be able to:	

The work requires routine walk, stand, bend and carrying items weighing less than fifty pounds.	8 hrs per day
Walk and lift and/or move up to 50 pounds.	As needed

## Job Responsibilities and Functions

- The worker is a staff member who is responsible as a front line technical specialist and diagnostician in troubleshooting and problem solving as they provide technical assistance.
- First line of contact for user-end issues, requests, etc.
- Respond to, resolve and provide support to customer technical issues accurately and efficiently.
- Install and/or configure new equipment, as directed.
- Responsible for receiving and documenting all user support issues in the IT help desk tracking application
- Responsible for IT, network, and server related maintenance services, monitoring of network and server utilizations and other related tasks.

## Orientation Signature

The signatures below indicate the employee received this job summary during his/her orientation process.

Employee Signature:	Date:
Manager/Director Signature:	Date:

## New Assignment or Revision Signatures

The signatures below indicate the employee received this job summary due to a new assignment or a revision of the job description.

Employee Signature:	Date:
Manager/Director Signature:	Date: