

Title: SERVICE TECHNICIAN I
FLSA Status: Non-Exempt
Reportsto: Executive Director

PrimaryJobObjectives: Provides technical support for workstations and all associated peripheral devices and software. Works directly with end-users to help promote an effective learning environment.

Responsibilities	Performance Measures
1. Helpsclientorganizationmaintainand repairworkstations, printers, and various network devices. Documents all maintenance activity.	Provides timely support and acknowledges requests within 24 hours of receipt. Utilizes helpdesk application for better communication with users and Technology Director.
2. Troubleshoots workstations and network hardware and identifies parts and supplies needed to repair problems encountered by the client organization.	Identifies problems with hardware and minimizes the amount of downtime that users experience. Orders or requests the correct parts to make repairs. Makes recommendations to the Technology Director about appropriate actions to be taken in order to quickly resolve issues.
3. Works with end-users and provides good descriptions of problems and their associated resolutions so that repeat service calls for problems related to training deficiencies are rarely necessary.	Describes problems to end-users in a clear and understandable way. Numbers of repeat service calls are minimized. Develops working relationships with end-users and receives satisfactory ratings from surveyed users.
4. Orders (as directed), receives, inspects, tests, and installs new equipment. Works with client organization staff to coordinate installations and downtime.	Collects competitive quotes for purchases. Consults with the MVECA Technology Director or Executive Director on purchases and the acquisition of new technologies. Communicates in writing with client organization staff in the event of planned network or workstation downtime.
5. Installs and repairs network wiring. Identifies network related problems. Ensures good network performance by checking the status of anti-virus software and operating system updates on all workstations.	Demonstrates the ability to properly terminate network wiring and understands the various applications and functions of network components. Ensures that all supported workstations are protected with anti-virus software and operating system patches/updates. Documents all activity in helpdesk application.
6. Installs, maintains, and configures workstation software as requested by the Technology Director and/or client organization.	Demonstrates good knowledge of workstation operating system software. Installs instructional software and/or productivity applications to the specification of the end-user. Documents all activity in the helpdesk application.

7. Prepares and submits reports, records, and inventories as directed.	Fully utilizes helpdesk application and submits requisitions for all purchases.
8. Participates in staff meetings and professional growth opportunities as directed by MVECA in conjunction with the client organization.	Maintains a good working relationship with client organization's staff and administration. Prepares for meetings and provides client organization with details about its technology initiatives.
9. Keeps the MVECA Technology Director informed about emerging issues.	Communicates regularly with Technology Director through the use of phone, email, and helpdesk software. Consults director about strategic decisions concerning the client organization. Notifies the director in situations where work stoppages are possible.
10. Performs other specific job-related duties as directed.	

Qualifications:

1	Associate's degree in computer science or equivalent experience and/or technical aptitude that meets the needs of the client organization.
2	Meets all mandated health requirements (e.g., a negative tuberculosis test, etc.).
3	Passes criminal background check.
4	Expertise in PC and MAC applications. Ability to train adult learners with diverse job responsibilities and computer application skills.
5	Ability to communicate complex technical concepts to non-technical individuals.
6	Experience networking PC/MAC's using Novell or Windows Network Operating Systems.
7	Multitasking ability and strong communication/interpersonal skills.

Performance Evaluation: Job performance is evaluated according to the policy provisions adopted by the Miami Valley Educational Computer Association.

The Miami Valley Educational Computer Association is an equal opportunity employer offering employment without regard to race, color, religion, sex, national origin, age, or disability. This job description summary does not imply that these are the only duties to be performed. This job description is subject to change in response to funding variables, emerging technologies, improved operating procedures, productivity factors, and unforeseen events.