



# JOB ANNOUNCEMENT

---

**POSITION TITLE:** IT TECHNICIAN

**DEPARTMENT:** INFORMATION TECHNOLOGY

**SALARY:** Negotiable

**DATE POSTED:** 09/06/18

**CLOSING DATE:** Open Until Filled

**FLSA CLASS:** Non-Exempt

REQ #: 1074

---

## **Duties and Responsibilities:**

Responsible for troubleshooting and repairing a variety of systems across the organization, which range from computers to printers, to A/V equipment, to cloud-based applications and other technology issues that may arise. The IT Technician focuses primarily on ticket resolution, improving IT service delivery, and increasing end-user satisfaction. Responsibilities include, but are not limited to, the following.

1. Provide technical assistance and support for incoming queries and issues related to computer systems, software, and hardware.
2. Install, modify, and repair computer hardware and software.
3. Serves as the first point of contact for customers seeking technical assistance over the phone or email
4. Performs remote troubleshooting through diagnostic techniques and pertinent questions
5. Determines the best solution based on the issue and details provided by customers
6. Walks the customer through the problem-solving process
7. Directs unresolved issues to the next level of support personnel
8. Provides accurate information on IT products or services
9. Records events and problems and their resolution in logs
10. Follows-up and updates customer status and information
11. Passes along feedback, or suggestions, by customers to the appropriate internal team
12. Identifies and suggests possible improvements on procedures
13. Performs other duties as assigned.

**Qualifications and Knowledge:**

1. Bachelor's Degree in Computer Science or related field preferred and a minimum of one (1) year of proven experience, as a IT Technician, Help Desk Technician, and/or in a customer support role, in a medium to large information processing operations environment.
2. Working knowledge of office automation products, databases and remote control
3. Working knowledge of computer systems, mobile devices and other tech products
4. Ability to present technical solutions to both technical and non-technical audiences as required.
5. Ability to diagnose and resolve basic technical issues
6. Ability to produce under pressure, respond with flexibility to changing program demands, and work as a productive team member in an environment of collaboration.
7. Ability to work with diverse groups, achieve consensus, and follow-up on tasks in a timely manner.
8. Strong written and oral communication skills that allow the individual to produce and present effective written and oral reports.
9. Excellent problem solving skills.
10. Excellent communication and interpersonal skills. Ability to communicate with and relate to persons of diverse backgrounds and abilities and to establish and maintain effective working relationships with employees, vendors and the public.
11. Ability to plan and prioritize work.
12. Bondability.
13. Valid Alabama driver's license, or must acquire one within 30 days of employment.
14. Eligibility to be covered under the Authority's fleet auto insurance.

**Supervision Received and Given:**

The employee receives assignments from the Senior Systems Analyst. Most instructions are broad directives or policy statements. The employee initiates and follows through on routine tasks with minimal supervision. Situations that arise which are not covered by instructions are referred to the Senior Systems Analyst or dealt with independently, depending on the circumstances.

Employee has no supervisory responsibilities.

**Guidelines:**

The employee refers to MHA's and HUD's guidelines in performing work. These guidelines cover most job-related situations, although the employee frequently is required to use independent judgment in making decisions. If guidelines do not cover a situation, the employee consults the supervisor or makes a decision based on the circumstances.

**Complexity:**

The employee performs a wide variety of tasks, which range from routine to difficult and are not closely related. The employee must identify the work that needs to be done, determine how to accomplish it and coordinate, integrate, and prioritize a variety of tasks or assignments. The employee must make regular decisions involving usual and unusual circumstances, conflicting data, or other non-routine occurrences which may require extensive analysis to identify them. Tasks frequently have to be coordinated, integrated and/or prioritized. Decisions regarding unusual circumstances may be made by the employee and/or referred to the supervisor for resolution.

**Scope and Effect:**

The employee's work primarily impacts the new development program of the housing authority and the Authority's residents and non-residents. Successful accomplishment of duties by the employee will result in timely completion of those programs and provide better, more-affordable housing for low-income families in the community.

**Personal Contacts:**

Contacts are primarily with other Authority employees, federal, state and local governmental officials and representatives, and community agencies. The employee has contact with architects, engineers, consultants, contractors, and Authority residents. The primary purpose of contacts is to obtain, give or clarify information, plan and provide assistance, and resolve problems. Contacts are normally cooperative; however, they may be occasionally antagonistic, unresponsive, or uncooperative contacts.

**Physical Demands:**

Work is principally sedentary, but may involve some physical exertion, such as kneeling, crouching, or lifting (25 lbs. or less) to obtain files and records, and eyestrain from working with computers and other office equipment. Physical demands may include bending, stooping, standing, walking at construction sites, climbing ladders, and exposure to outside elements.

**Work Environment:**

Work involves the normal risks or discomfort associated with an office environment and is usually in an area that is adequately heated, lighted, and ventilated. From time to time, it involves visits to outdoor developments, sites, dwellings or facilities, inspections of structures and/or confrontations with residents, employees and contractor personnel. Work is primarily with use of computer, reading and preparing documents, and meeting deadlines.

**PLEASE VISIT [WWW.MHATODAY.ORG](http://WWW.MHATODAY.ORG), TO APPLY ON-LINE.**

**DISCLAIMER**

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.