Computer Technician

Classification
Full-time, hourly (non-exempt)

Wage Range
$20.78 - $26.17

50% Desktop Support
25% Classroom Support
15% Security (Doors & Camera)
10% Misc (Printers, pulling cables, etc.)

Reports to
Systems Administrator

Date
April 13, 2016

Job Description

Summary/Objective
Responsible for all hardware and software on desktop computers and other end user devices including security. Also must help maintain all devices in classrooms that are connected to the classroom computer or network including audio/visual equipment. Researching, purchasing, and maintaining all security cameras and electronic access. Run audio equipment for events as needed.

Essential Functions
Manage TrendMicro OfficeScan Antivirus

- Create deployable installs for non UC entities
- Review daily virus reports to make certain viruses are cleaned properly
- Check for updates
- Evaluate new versions of OfficeScan and see if they pertain to UC

System Center Configuration Manager

- Deploy Microsoft patches
- Deploy needed software (Acrobat Reader, Java, Flash, etc.)

Manage and install electronic doors
Manage and install security cameras in conjunction with the security team
Install, configure and maintain new computers for faculty, staff and classrooms
Troubleshoot software and hardware problems on computers and associated peripherals
Manage Group Policies to streamline the security and look/feel of computers
Maintain printers.

Competencies
Needs to be able to understand and follow verbal and written instructions as well as being able to find answers to questions in printed and electronic materials.
Good communication and customer service skills.
Excellent problem-solving skills.
A patient and organized approach.
The ability to meet deadlines.

Competencies – Technical
Thorough knowledge of operating systems, hardware and commonly used software
A willingness to keep up to date with IT developments
Be familiar with Microsoft Office products, Active Directory and Group Policies.
Ability to write powershell, batch and bash scripts.

Supervisory Responsibility
This job supervises students and is responsible for the performance management and hiring of the students within their area.

Work Environment
This job operates in a professional office environment. This role routinely uses standard office equipment such as computers and phones.

Physical Demands
The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to stand; walk; use hands and fingers; handle or feel; and reach with hands and arms. This position requires the ability to occasionally lift office products and supplies, up to 75 pounds.

Position Type/Expected Hours of Work
This is a full-time position and hours of work and days are Monday through Thursday, 07:45 to 17:30 and Friday, 08:00 to 12:00. There will be work hours scheduled and unscheduled outside of the normal work hours because of maintenance or system failures.

Travel
No travel is expected for this position.

Required Education and Experience
Required - Two-year degree in computer-related field or equivalent work experience. Experience replacing computer hardware and troubleshooting all version of Windows.
Preferred but not required - Four-year bachelor's degree in computer-related field

Additional Eligibility Qualifications
The successful candidate will demonstrate a strongly expressed commitment to Jesus Christ, the teachings and mission of the Seventh-day Adventist Church, and be a SDA church member in regular standing.

Other Duties
Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activates may change at any time with or without notice.