# Position Description:

# IT Technician

|  |  |
| --- | --- |
| **1.0** | **PURPOSE OF POSITION & REPORTING RELATIONSHIPS** |
|  | The primary function of the IT Technician is to provide technical assistance to the Head of IT and serve as another source for the IT helpdesk function within Performance Controls, Inc. The day to day tasks for this individual will include, but not limited to, configuring new computer systems, transferring data from old systems to new, troubleshooting PCs with hardware issues, maintaining virus control applications and providing MS Office assistance to PCI employees. Other occasional tasks will include working on IT/facility matters such as running network cables, installing phone sets, installing conference room furniture and being involved in the setup/breakdown of the conference rooms. The IT Technician position is considered an intern job. The position has the potential to grow into a full-time permanent position within Performance Controls, Inc. |
|  | This position reports to: | Head of IT |
|  | Reporting to this position: | N/A |

**2.0 REQUIREMENTS (Education, Experience, Skills, Abilities)**

|  |  |
| --- | --- |
| **2.1** | **Education** |
|  | The education requirement for this position is a High School diploma. Preference would be given to the candidate who has had a course load that included technical training. |

|  |  |
| --- | --- |
| **2.2** | **Experience** |
|  | This position requires that the individual has a thorough knowledge of personal computers. 2 to 3 years of this experience is required whether acquired from previous jobs or work that is done in school or at home.  |
| **2.3** | **Skills, Knowledge & Abilities** |
|  | The IT Technician must be skilled in hardware troubleshooting and replacement. They must also be able to install and configure typical software applications and be able to learn more specialized installations. Must be able to read, understand and interpret PC and software manuals. Must be able to pursue more difficult solutions through web-based help sites. Must have good inter-personal skills to maintain good relationships with PCI employees in need of IT assistance.Adequate mechanical skills are needed to perform the other occasional tasks (facility related). Working on a ladder, working with screwdrivers and lifting items up to 40 pounds is expected, but can be accommodated if necessary.The individual must be able to schedule and plan their workload based on direction provided from the Head of IT and the PCI help desk system.Supervisory skills are not required for this position. |

1. **ESSENTIAL COMPONENTS OF THE JOB.**

|  |  |
| --- | --- |
| **3.1** | **General** |
|  | The "Essential Functions" of this position consist of but are not limited to the following:  |
|  | * PC Configuration
 | * Commitment to Employee service
 |
|  | * Hardware Troubleshooting
* Hardware Replacement
* Software Installation
 | * Software assistance (MS Office etc.)
* Facility IT repairs/improvements
* Special Assignments
 |
|  |  |  |
| **3.2** | **Responsibilities** |
|  | This position:* Responds to the direction of the IT Supervisor.
* Responds to the PCI help desk system.
* Participates in the setup/breakdown of the conference room facilities.
* Maintains good internal communications and coordination with all departments with Performance Controls, Inc.
* Focuses primarily on safety and quality when performing all tasks.
* Continuously learning and retaining new skills that further benefit PCI and the technician’s career path.
* Works with a high level of ethics in line with the company’s goals objectives in the markets outside the Hitachi organization.
 |
|  |  |
| **3.3** | **Relationships with Others** |
|  | * Demonstrates ability to interact professionally and tactfully handle difficult situations when interacting with company personnel.
* Works internally with others in a manner that supports cooperation.
 |
| **3.4** | **Physical Demands and Work Environment** |
|  | Physical DemandsThe physical demands described here are representative of those that must be met to successfully perform the essential functions of this position.* Works in an office environment utilizing typical PC tools.
* Capable of lifting computers or other devices up to 40 pounds.
* Capable of working on a ladder and pulling Category 6 (and other) computer cables.

**Work Environment*** This position will be working indoor in a climate controlled office environment; and occasionally in the shop in non-high voltage locations.
* The Hours per workday and the workdays per week will vary, with the beginning requirement of 40 hours per week. Some weekend days may be required when it is desired that a project does not interfere with other employee’s activities.
* Employees can sometimes be highly protective of their PC equipment. This individual will need to learn to effectively work with the employees to achieve the best results.
 |

|  |  |
| --- | --- |
| **3.5** | **Authorities** |
|  | N/A. |
| **3.6** | **Judgment and Decision Making** |
|  | * Demonstrates good judgment and reasoning in investigating and solving problems.
* Demonstrates good judgment in respecting the confidentiality of employee and company information.
* Seeks guidance and direction from appropriate members within the organization or from other outside sources as may be required for the performance of responsibilities and duties.
 |

|  |  |
| --- | --- |
| **3.7** | **Planning & Time Utilization** |
|  | * Consistently demonstrates the ability to recognize and deal with priorities in order to maximize employee up-time and satisfaction.
* Makes best use of work time to complete projects and assignments on schedule.
 |

|  |  |
| --- | --- |
| **3.8** | **Initiative** |
|  | Initiative is always beneficial to the organization as long as it does not interfere with the completion of tasks that are given to this individual.  |

1. **MEASUREMENT OF PERFORMANCE**

|  |  |
| --- | --- |
| **4.1** | **Key Indicators** |
|  | * High employee satisfaction.
* Provide relief to the IT Supervisor workload.
* Completion of tasks on schedule.
* Following safety and quality guidelines.
 |
| **4.2** | **Objectives** |
|  | The person in this position will have the primary objective of providing PC hardware and software support to all employees with PCI. |

1. **SCOPE AND POSITION IMPACT**

The IT Technician provides hardware and software support that will help alleviate many tasks from the Head of IT and enable all PCI employees to have efficient technology based work-tools. This person holds an important position in the Performance Control organization and will have an impact on the future success of the company.