**United Methodist Homes**

**Job Description**

**Job Title**: IT Technician Level One

**Department**: MIS

**Reports to:** Director, Information Technology

**FLSA:** Non-exempt

**Summary:**

The IT Technician Level One role is to ensure the stable operations of the hardware and software applications that UMH supports. This includes planning, developing, installing, configuring, maintaining, supporting, and optimizing all network hardware, software, and communication links as assigned. This person will also analyze and resolve end user hardware and software computer problems in a timely and accurate fashion. At times providing end user training may be required.

**Essential Duties and Responsibilities** include the following. Other duties may be assigned**:**

Assemble and configure network components, computer components and associated services.

Install and maintain basic network operations, including hardware and network software.

Perform troubleshooting and diagnose common network and computer problems.

Upgrade hardware and software components as required.

Provide users with technical support including being regularly scheduled to manage the UMH support system

Understand and implement adequate network security and access controls.

**Supervision:**

**Received:** Information Technology Manager

**Given:** None

**Competencies:** To perform this job successfully, an individual should demonstrate the following competencies:

Analytical - Can analyze complex or diverse information using intuition and experience.

Problem Solving - Can identify and resolve problems in a timely manner. Gathers and analyzes information skillfully: develops alternative solutions in problem-solving situations.

Training - Can pursue training and development opportunities when presented as options.

Customer Service - Respond promptly and courteously to user needs and problems; meets commitments

Communication Skills – Must have good communication skills; Listens and gets clarification; responds well to questions; demonstrates group presentational skills; participates in meetings; Speaks clearly and persuasively in positive or negative situations writes clearly and informatively; able to read and interpret written information.

Teamwork - Contribute to the development of team goals and objectives; balances team and individual responsibilities; exhibits objectivity and openness to others’ views; gives and welcomes feedback

Interpersonal Skills - Meet challenges with resourcefulness and innovative solutions. Maintains confidentiality; keeps emotions under control; remains open to others’ ideas and tries new things.

Attendance /Punctuality – is consistently at work and on time: Ensures work responsibilities are covered when absent.

Safety and Security – Observes safety and security procedures.

Adaptability – Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent changes, delays, or unexpected events.

Ethics – Treats people with respect; Inspires trust in others; Works with integrity and ethically; Upholds organizational values.

Dependability – Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours when necessary to reach goals; Completes tasks on time or notifies appropriate person with an alternative plan.

**Qualifications** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Education and/or Experience**

Two or Four year degree from a college or university; one to two years of job related experience or training. In lieu of the above, be able to demonstrate technical competence and ability with Microsoft Operating Systems (Windows 2008,2012 and 2016 Server, Microsoft Exchange, Windows 7,Windows 10 and Microsoft Office Products (Word, Excel, Power Point, Outlook, Access, etc).

**Computer Skills**

Must have technical competence and ability with Microsoft Operating Systems, Microsoft Exchange, Windows 7, 10 and Microsoft Office Products (Word, Excel, Power Point, Outlook, etc.).

**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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to sit as well as use hands to work on equipment. The employee must occasionally lift and /or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision and ability to adjust focus.

**Travel Requirements**

The individual should also hold a valid driver's license, have reliable transportation available and be willing to travel (mostly day trips) as part of their responsibilities.

**Acknowledgement:** I have received a copy and read this job description and fully understand the requirements of the position. I accept this position and agree to perform the identified essential functions in a safe manner and in accordance with the facility’s established procedures.

**Employee Name (Print):\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Employee Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**