TOHONO O'ODHAM UTILITY AUTHORITY

Position Description
Computer Technician

Department: Internet
Reports To: Network Coordinator
FLSA Status: Nonexempt
Shift: 8:00AM - 4:30PM
Salary Level: 5
Prepared By: Tohono O'odham Utility Authority
Approved By: Mike Bethurem, General Manager
Approved Date: 7/15/2019

SUMMARY

Employee will be responsible for providing basic technical support to performing installation, maintenance, troubleshooting, diagnosis and repair to in-house and external customer computers; which may include hardware and/or software. Will use Windows Operating system to communicate with various software used by TOUA. Will gain knowledge of TOUA's products and services. TOUA seeks a motivated individual with exceptional communication, interpersonal skills and aptitude to solving technical problems as they arise.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

- Welcomes on-site visitors, determines nature of business and announces visitors to appropriate personnel and/or department
- Provide customers with guidance on order requests for new technologies by recommending merchandise based on individuals needs. This will also include preparing customer quotes and invoices for purchasing products from TOUA.
- Must have knowledge of Microsoft Office, as well as other platforms that are up and coming such as Google Docs.
- Must have knowledge of Windows Operating systems XP, Vista, Windows 7 and Windows 8 – Apple OS is a plus.
- Desktop support for in-house personnel, walk-in and business customers
- Troubleshoot, test and replace user equipment as needed; this may include mouse, keyboards, monitors, backup batteries, NIC cards, etc
- Will communicate with other departments within TOUA to troubleshoot, plan, resolve as well as provide updates and documentation of activity
- Monitors and manipulates computer console controls to establish connections for programs used by internal and external customers
- Operates peripheral equipment such as printers, plotters, all-in-one equipment
- Will log data and update information as needed for track it order, records and contracts
- Troubleshoot drops, routers, switches and wireless access points for physical connection issues, this includes repairing, making and replacing cables when necessary

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- Configure, install, update and replace computers as needed for in-house users
- Computer technician must have the capability to adapt to the ever changing software and hardware.

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, skill and/or ability required.
- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE
- Associate's degree (A.A) or equivalent from two-year college or technical school;
- Six months to one year related experience and/or training; or
- Equivalent combination of education and experience.

LANGUAGE SKILLS
- Ability to read, analyze, and interpret common scientific and technical journals, financial reports, and legal documents.
- Ability to respond to common inquiries or complaints from customers, regulatory agencies, or members of the business community.
- Ability to write speeches and articles for publications that conforms to prescribed style and format.
- Ability to effectively present information to top management and/or public groups,
- Prefer ability to converse in the Tohono O'odham language.

MATHEMATICAL SKILLS
- Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume.
- Ability to apply concepts of basic algebra and geometry.

REASONING ABILITY
- Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists.
- Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

CERTIFICATES, LICENSES, REGISTRATIONS
- Valid Arizona driver's license

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OTHER SKILLS and ABILITIES
- Should be ten (10) key proficient.
- Must be computer literate and familiar with a variety of software packages.
- Should have excellent typing skills and be capable of accurately producing forty 40) words per minute.
- Must have knowledge of Microsoft Office, to include Excel, Outlook, Word, Power Point and Publisher.
- Must have knowledge of Windows Operating systems XP, Vista & Windows 7 -Apple OS is a plus

PHYSICAL DEMANDS
- The physical demands descried 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 occasionally required to stand; walk; sit; use hands to finger; hand or feel objects, tools or controls; reach with hands and arms; climb or balance; stoop, kneel, crouch or crawl; and talk or hear.
- The employee must occasionally lift and/or move up to 30 pounds.
- Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

WORK ENVIRONMENT
- The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.
- While performing the duties of this job, the employee is occasionally exposed to
  - wet and/or humid conditions;
  - moving mechanical parts;
  - high precarious places;
  - fumes or airborne particles;
  - toxic or caustic chemicals;
  - outside weather conditions;
  - extreme cold;
  - extreme heat;
  - risk of electrical shocks;
  - risk of radiation and
  - vibrations.
- The noise level in the work environment is usually quiet.