

---

## POSITION DESCRIPTION

**POSITION TITLE:** Technical Support

**DEPARTMENT:** IT

**CLASSIFICATION:** Non-Exempt/hourly

**APPROVED BY:** Human Resources

**GRADE:** 8

**EFFECTIVE DATE:** 01/13/2009

**REVISED DATE:** 10/01/2018

---

## REPORTING RELATIONSHIPS

**POSITION REPORTS TO:** Network Administrator

**POSITIONS SUPERVISED:** None

---

## POSITION PURPOSE

Responsible for troubleshooting and analyzing problems computers and peripheral equipment. Performs preventative and diagnostic maintenance on computers, systems and peripheral equipment. Sets up and and installs new systems, servers, computers, and equipment and for performs upgrades on existing equipment. Maintains software library and local area network. Provides HCU personnel with technical support in a timely and professional manner. Pro-actively supports and advances HCU's brand and culture platform.

---

## ESSENTIAL FUNCTIONS AND BASIC DUTIES

**Assumes responsibility for troubleshooting and analyzing problems on computers and peripheral equipment.**

- Gathers information from users detailing equipment problems with servers, personal computers, printers, modems, disk drives, etc. Operates equipment to check reported problems or errors.
- Determines if problem is hardware or software related.
- Reloads software or adjusts settings to correct software problems.
- Disassembles machines to perform tests on hardware systems and components and analyzes test information to determine cause of problems.
- Replaces defective parts or makes repairs as necessary to solve problems, and tests machines after repairs are made to ensure adequate problem resolution.
- Keeps detailed records of repairs, calibrations, and tests.

**Assumes responsibility for performing preventive and diagnostic maintenance on computers, systems, and peripheral equipment.**

- Performs routine preventive and diagnostic procedures. Follows manufacturer's recommended schedule of maintenance.
- Checks, cleans, and adjusts mechanical and electronic elements.
- Checks for loose connections, defective components, and faulty circuits.
- Keeps accurate and detailed records of maintenance services performed.

**Assumes responsibility for setting up and installing new systems, servers, computers, and equipment and for performing upgrades on existing equipment.**

- Analyzes cable needs for new equipment and lays cable appropriately.
- Sets up, assembles, and installs new systems and equipment. Actively tries to minimize downtime of network or systems.
- Upgrades memory, network and video cards, drives, etc. on existing equipment.
- Performs testing to ensure equipment performs correctly.
- Keeps complete records of installations and upgrades.

**Assumes responsibility for maintaining software library and local area network.**

- Writes basic scripts used for installing and configuring software.
- Backs up critical data files and PC/LAN.

**Establishes and maintains positive and professional working relationships with area personnel, management and vendors.**

- Assists and supports departments as required.
- Keeps users updated on the status of equipment problems.
- Keeps management informed of area activities and of any significant concerns
- Attends and participates in meetings and training as required.
- Completes reports, records, and other documentation as required.
- Actively contributes to positive, professional working environment.
- Obtains and conveys information courteously and promptly.
- Maintains and projects HCU's professional reputation.

**Assumes responsibility for related duties as required or assigned.**

- Maintains basic working knowledge of HCU's products and services.
- Remains up-to-date on technological changes in equipment and repair techniques.
- Ensures proper maintenance, cleanliness, and security of work area, desks, equipment, etc.
- Completes special projects as assigned.
- Performs all related duties as assigned.
- To abide by all federal, state, and local laws including but not limited to: The Bank Secrecy Act, including the Office of Foreign Assets Control (OFAC) and Financial Crimes Enforcement Network (FinCEN); Uniform Commercial Code (UCC); Federal Reserve Bank; and National Credit Union Administration (NCUA).

---

## **PERFORMANCE MEASUREMENTS**

1. Equipment and computer problems are correctly diagnosed and solved.
2. Machine maintenance is performed according to established schedules.
3. New equipment is correctly installed and put into use.
4. System upgrades and repairs are made with a minimum amount of downtime.
5. Good working relations exist with users. Users' concerns are promptly addressed, and problems effectively resolved.

6. Required reports, records, and documentation are complete and current.
  7. Management is appropriately informed of area activities.
- 

## QUALIFICATIONS

<b>EDUCATION/CERTIFICATION:</b>	High school graduate or equivalent.
<b>REQUIRED KNOWLEDGE:</b>	Good knowledge of techniques, tools, and processes involved in designing technical plans, models, etc. Thorough knowledge of computer parts, applications, and telecommunication systems. Thorough knowledge of electronic principles and practices. Knowledge of appropriate testing and repair equipment. Knowledge of HCU policies and procedures.
<b>EXPERIENCE REQUIRED:</b>	Two or more years of related computer equipment repair experience.
<b>OTHER REQUIREMENTS:</b>	Valid driver's license.
<b>SKILLS/ABILITIES:</b>	Ability to operate necessary testing and repair equipment. Good research and problem-solving skills. Excellent logic and reasoning skills. Ability to work well independently. Good communication skills.

---

## PHYSICAL ACTIVITIES AND REQUIREMENTS OF THIS POSITION

<b>TALKING:</b>	Especially where one must frequently convey detailed or important instructions or ideas accurately, loudly, or quickly.
<b>FINGER DEXTERITY:</b>	Using primarily just the fingers to make small movements such as typing, picking up small objects, or pinching fingers together.
<b>STOOPING:</b>	Bending downward and forward at the waist. Requires full use of lower extremities and back muscles.
<b>KNEELING:</b>	Resting on knee or knees.
<b>CROUCHING:</b>	Bending downward and forward at the leg and spine.
<b>CRAWLING:</b>	Moving on hands and knees or hands and feet.
<b>LIFTING:</b>	Use of upper body and back muscles to lift objects.
<b>ACUTE HEARING:</b>	Requiring fine, acute hearing abilities. Able to make fine discriminations in sound such as are required in adjusting machinery.

<b>REPETITIVE MOTIONS:</b>	Movements frequently and regularly required using the wrists, hands, and/or fingers.
<b>FINE, ACUTE VISUAL ABILITIES:</b>	Fine visual acuity with the ability to inspect closely or to assemble small parts; color vision; or depth perception and/or field of vision.
<b>PHYSICAL STRENGTH:</b>	Light work; exerts up to 20 lbs. occasionally and/or up to 10 lbs. frequently.

---

## WORKING CONDITIONS

Required on-call, some evenings, some Saturdays.  
 Must work under hazardous conditions including high places, small work spaces, electrical current, moving machinery, etc.

Frequent local travel.

---

## MENTAL ACTIVITIES AND REQUIREMENTS OF THIS POSITION

<b>REASONING ABILITY:</b>	Ability to deal with a variety of variables under only limited standardization. Able to interpret various instructions.
<b>MATHEMATICS ABILITY:</b>	Ability to perform basic math skills, use decimals to compute ratios and percents, and to draw and interpret graphs.
<b>LANGUAGE ABILITY:</b>	Ability to read a variety of books, magazines, instruction manuals, atlases, and encyclopedias. Ability to prepare memos, reports, and essays using proper punctuation, spelling, and grammar. Ability to communicate distinctly with appropriate pauses and emphasis; correct pronunciation (or sign equivalent); and variation in word order using present, perfect, and future tenses.

---

## INTENT AND FUNCTION OF JOB DESCRIPTIONS

*Job descriptions assist organizations in ensuring that the hiring process is fairly administered and that qualified employees are selected. They are also essential to an effective appraisal system and related promotion, transfer, layoff, and termination decisions. Well constructed job descriptions are an integral part of any effective compensation system.*

*All descriptions have been reviewed to ensure that only essential functions and basic duties have been included. Peripheral tasks, only incidentally related to each position, have been excluded. Requirements, skills, and abilities included have been determined to be the minimal standards required to successfully perform the positions. In no instance, however, should the duties, responsibilities, and requirements delineated be interpreted as all-inclusive. Additional functions and requirements may be assigned by supervisors as deemed appropriate.*

*In accordance with the Americans with Disabilities Act, it is possible that requirements may be modified to reasonably accommodate disabled individuals. However, no accommodations will be made which may pose serious health or safety risks to the employee or others or which impose undue hardships on the organization.*

*Job descriptions are not intended as and do not create employment contracts. The organization maintains its status as an at-will employer. Employees can be terminated for any reason not prohibited by law.*