

# Sisseton Wahpeton Oyate

## Job Description

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**Job Title: Computer Tech I**

**Reports to: I.T. Director**

**Summary:**

The Computer Technician has an overall understanding of computer hardware, peripherals, devices and software applications to independently install, maintain, and trouble-shoot hardware/software and resolve most client and system problems. The ability to assemble and support a microcomputer system and multifunction printers.

**Duties and Responsibilities:**

- Provides software and hardware technical support to ensure efficient computer operations.
- Responds to client problems or work requests.
- Researches and resolves basic workstation hardware and software problems.
- Maintain confidentiality of all information – electronic, hardcopy or otherwise
- Sets, installs, configures, and maintains individual workstations.
- Provides help desk support to resolve caller problems or questions about software, hardware or other areas.
- Installs related software (Windows, applications, network drivers) needed for proper functioning of the complete system and all interconnected devices.
- Answers calls and gathers information about the problem.
- Resolves problems using written documentation.
- Generates service request tickets for problems not solved over the phone.
- Performs other work as assigned.
- On call as needed

**QUALIFICATION REQUIREMENTS:**

- Desktop OS - Win10/11 and MAC.
- Experience installing, configuring and troubleshooting PC hardware/software in an enterprise LAN environment.
- A wide variety of computer software and applications (including databases, word processing and spreadsheets), hardware, and peripherals.
- Experience supporting laptops/docking stations.
- Experience installing and supporting print devices.
- Strong communication skills, both written and spoken.
- Experience creating process documentation. (strong writing skills)
- Valid driver's license and vehicle insurance.
- Must have own transportation.

**Ability to:**

- Diagnose and resolve workstation and peripheral issues.
- Establish and maintain effective professional and interpersonal working relationships.
- Consistently demonstrates a genuine customer service orientation.
- Work in an independent, self-directed manner and to perform equally as well as part of a team.
- Effectively prioritizes and executes tasks and responsibilities in a high-pressure, high-demand environment.
- Follows verbal direction, interprets and develops effective written narrative, schematic diagrams, maps and graphs.
- Lift 50 lbs. or more, and bend in order to move computer equipment without assistance.
- Highly detail-oriented.

**EDUCATION:**

- High School Diploma or GED
- AA degree in Computer Science or 2 years' solid experience in the field.
- A+ Certification – Would be a plus
- Microsoft Certifications – Would be a plus

Approved  Date 11/6/23