



**Job Title:** IT Support Technician  
**Job #** IT05191701  
**Status/Classification:** Full-time, nonexempt  
**Supervisor:** IT Systems Administrator

### **Position Summary:**

Provide IT support to employees agency-wide which will include but not be limited to: the use of personal computers, set up of all new computers, office printers/scanners, and cellular and VOIP office phones.

### **Responsibilities**

- **Hardware Support**
  - Support organizational users on Laptop/Desktop upgrades and new installs
  - Move and set up computers at all agency locations
  - VOIP phone activations and troubleshooting
  - Oversee company cell phones, data management, and bandwidth usage
- **Software Support**
  - Support organizational users in their daily IT needs
  - Software troubleshooting and support
  - MS Office (Word, Excel), Adobe Acrobat
  - Browser Support (IE, Firefox, Google Chrome)
  - Gmail, Calendar, Drive, Hangouts support
- **Networking/Connectivity**
  - Basic wiring troubleshooting and repair
  - Basic WIFI configuration
  - Basic network and internet troubleshooting
  - Troubleshoot connections with shared drives, multi-function machines
- **Other**
  - Moves/Adds/Changes of User Access Rights (New Users/Terminations)
  - Assist with management of company email domain
  - Document equipment checks and accountability.
  - Manage work orders through an online helpdesk system

### **Qualifications/Experience**

- Excellent verbal and written communication skills, especially communicating about technical issues to both non-technical and technical persons
- Strong problem solving skills required
- Possess strong customer service and interpersonal skills
- Strong ability to work independently and prioritize work orders
- Must have own reliable transportation and current and valid DL and insurance
- Must be able to read, write, speak and understand procedural and technical issues in English.
- Must be able to stand, bend, reach, kneel and sit for up to 3 hours at a time. Must be able to occasionally lift and move up to 30 pounds.

- High school diploma or GED required, College Degree or IT Certification preferred or equivalent work experience may be substituted.
- 1+ years in an IT support position
- Proficient in Microsoft Windows environment

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