Position Details

Job Title:	IT Support Technician	**Date:**	August 1, 2018
Department:	Information Technology	**Status:**	Non-Exempt
Reporting to:	Brian Thompson		

Summary

The Technician for IT Support will provide basic support, monitoring and maintenance of Pavaso's corporate environment. This includes employee work stations, Azure configuration, Active Directory, DNS and DHCP configuration and AWS systems monitoring.

(The Salary range for this position is based on experience & credentials.)

Essential Functions

- Provide maintenance of PCs: hardware, software, network connectivity, and general information technology equipment in classrooms, conference areas, and offices.
- Respond to computer service requests related to computer systems hardware and software.
- Assist in projects such as converting to new hardware and software, moving equipment, network cabling, and classroom setup changes.
- Proactive monitoring on the AWS environment.
- Diagnose hardware, software, and operator problems; perform remedial actions to correct problems.
- Provide limited training in the use of new software or hardware.
- Read technical journals or manuals and attend vendor seminars to learn about new computer hardware and software.
- Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations.
- Ability to write reports, business correspondence, and procedure guides.
- Ability to effectively present information and respond to questions from groups of managers, clients, and employees.
- 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.
- Good working knowledge of networks.
- General knowledge of PC hardware and software.

Knowledge/Skills/Experience Required

- Relevant Associate in Applied Science (A.A.S.) degree from a two-year college or technical school. Excellent interpersonal skills, with strong commitment to customer service.
- Working knowledge of networks and PC hardware and software.

Preferred Qualifications

- A+ and/or Basic Microsoft certifications.
- AWS Certified
- No work experience is required

Physical/Mental 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 position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The employee will regularly use hands to finger, handle, or feel objects, tools, or controls and talk or hear.

- Must be able to work 8:00 am - 5:00 pm Monday – Friday with occasional flexibility in hours.
- The employee may frequently stand, walk, and sit.
- Ability to work overtime as requested and approved by supervisor.
- Repetitive and continual typing motion is required.