

Job Description

Position Title: Computer Technician	
Department: Tech Solutions, Mitchell	Reports to: Project Supervisor
Revision Date: December 12, 2014	FLSA Status: Non-exempt

Position Overview

Installs, assembles, configures, maintains, troubleshoots, and upgrades computer hardware, software, personal computer networks, peripheral and related equipment; trains users in use of supported applications and acts as a technical resource to customers and company staff; makes purchase recommendations regarding consumer hardware and software; customer store front operations, telephone answering and support, inventory, shipping/receiving tasks, as well as related record keeping;

Essential Job Functions

- Provides front office support including, but not limited to, answering telephone calls or other staff and client communications, as well as remote support.
- Responsible for all repair bench activity, client machine status, and documentation.
- May assist other staff in scheduling client visits or computer bench repair time.
- Assists walk-in clients computer quotes and repair estimates.
- Troubleshoots and repairs customer hardware, software, and application issues
- Maintains a clean and organized work space for computer configuration and repair, as well as shipping & receiving areas.
- Provides product and service information to clients and staff.
- Prepares product and service quotes for new equipment, client configuration, and advises supervisor on sales and sales forecasting reports.
- Maintain accurate and current records on repair, installation, and sales of store products, services, and inventory.
- Provides a superior sales and service experience for the client.
- May assist with planning, design, research and acquisition of new or upgraded hardware and software solutions as directed by supervisor; recommends modifications as necessary.
- Maintains a current working knowledge and understanding of consumer technologies and related opportunities
- May assist with responding to or supporting client site service calls.
- Performs all other related duties as assigned by management. ¹

¹ These tasks do not meet the Americans with Disabilities Act of 1990 definition of essential job functions and are usually less than 5% of time spent. However, these tasks still constitute important performance aspects of the job.

Knowledge, Skills, and Abilities

- Knowledge of PC (IBM & compatible), PC DOS, Microsoft Windows, network fundamentals
- Knowledge of Santel and subsidiaries' products and services.
- Knowledge of company policies and procedures
- Skill in operating various office equipment such as personal computer, copier, fax machine, various software programs and telephone systems.
- Skill in basic Microsoft Office productivity products, such as Word, Excel, and Outlook
- Skill in troubleshooting, assembly, and repair of personal computers and related equipment.
- Skill in working successfully in a business environment with a variety of personalities.
- Exhibit a professional appearance and possess excellent verbal communication skills
- Skill in learning, understanding, and applying technical solutions to home and business computer, Internet, and network issues.
- Ability to operate within supervisory structure, as well as self-directed when required
- Ability to organize and prioritize multiple work assignments.
- Ability to pay close attention to detail
- Ability to work independently, as well as in a team when required
- Ability to make sound decisions using information at hand.
- Ability to communicate with customers, co-workers and various business contacts in a professional and courteous manner.
- Ability to lift a minimum of 60 lbs.

Education and Experience

- Requires valid South Dakota driver's license, with a satisfactory driving record.
- Work requires reading, writing, and analytical skills normally acquired through a high school education.
- Preference for experience in: basic computer and related hardware, Microsoft Windows OS, and networking

Physical Requirements

PHYSICAL REQUIREMENTS	0-24%	25-49%	50-74%	75-100%
Seeing: Must be able to read computer screen and various reports.				X
Hearing: Must be able to hear well enough to communicate with customers and industry contacts.				X
Standing/Walking:		X		
Climbing/Stooping/Kneeling:		X		
Lifting/Pulling/Pushing: Up to 60 lbs			X	
Fingering/Grasping/Feeling: Must be able to write, type and use phone system.				X

Working Conditions

This factor measures the surroundings or physical conditions under which a job must be done and the extent to which those conditions make the job disagreeable. Consider the presence and relative amount of exposure to dust, dirt, heat, fumes, contaminants, cold, noise, vibration, wetness, etc.

Good working conditions with the absence of disagreeable conditions.

Note: The statements herein are intended to describe the general nature and level of work being performed by employees, and are not to be construed as an exhaustive list of responsibilities, duties and skills required of personnel so classified. Furthermore, they do not establish a contract for employment and are subject to change at the discretion of the employer.