

AKRON METROPOLITAN HOUSING AUTHORITY

Job Title: Hardware/Network Technician
Reports to: MIS Director
Department: MIS
Date: March 2011
FLSA Status: Non-Exempt

General Purpose:

The primary purpose of this position is to provide installation, maintenance and service of systems hardware and equipment. This position is to provide desktop, desktop software and general/basic network support for all of the Authority's operational networks and related desktop operating systems. Incumbent has access to confidential information.

Essential Duties and Responsibilities:

The below statements are intended to describe the general nature and scope of work being performed by this position. This is not a complete listing of all responsibilities, duties and/or skills required. Other duties may be assigned.

- Installs hardware and configures equipment. Handles setup and placement of equipment as dictated by site needs
- Diagnoses and troubleshoots hardware related problems for a variety of different network equipment.
- Downloads updated drivers for printers, fax machines and copiers.
- Records and maintains hardware and software inventories, site and/or server licensing.
- Installs and/or troubleshoots network connections. Works with vendors to install data drops as needed.
- Diagnoses and troubleshoots hardware related problems for a variety of different network equipment.
- Provides technical support to computer operations and AMHA staff and customers as needed; serves as a resource for IT special projects.
- Assists in maintaining phone service and equipment for all offices by coordinating services with telecommunication vendors.
- Configures, maintains and troubleshoots cellular phones and similar communication devices by coordinating services with cellular service provider.
- Assists in the implementation of procedures related to network hardware and software use, support, security, and backup.
- Installs and maintains local area network hardware, software, and

telecommunications services such as personal computers, network software, software applications, printers, modems, cabling, and internet service providers.

- Assists in communicating standards for use, operations, and security of network, personal computers, desktop usage, data, and physical equipment security.
- Configures, installs and maintains network neighborhood locations, including hardware maintenance and basic network maintenance including firewalls, virus protection and internet services.
- Troubleshoots and coordinates resolutions with vendor support services.
- Installs and tests software upgrades.
- Serves as Tier II support for complex user problems and in training individual users on software and equipment usage when necessary.
- Specify new hardware and software requirements and procure according to AMHA procurement procedures.
- Maintains a record of acceptable attendance and punctuality.
- Other duties as assigned.

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Behavioral Competencies: This position requires incumbents to exhibit the following behavioral skills:

Commitment: Sets high standards of performance; pursues aggressive goals and works hard/smart to achieve them; strives for results and success; conveys a sense of urgency and brings issues to closure; persists despite obstacles and opposition.

Customer Service: Meets/exceeds the expectations and requirements of internal and external customers; identifies, understands, monitors and measures the needs of both internal and external customers; talks and acts with customers in mind; recognizes working colleagues as customers.

Effective Communication: Ensures important information is passed to those who need to know; conveys necessary information clearly and effectively orally or in writing; demonstrates attention to, and conveys understanding of, the comments and questions of others; listens effectively.

Responsiveness and Accountability: Demonstrates a high level of conscientiousness; holds oneself personally responsible for one's own work; does fair share of work.

Minimum Qualifications, Education and Certifications:

Two year college degree and/or equivalent training in computer hardware/software maintenance and at

least three years of related experience. Demonstrated experience with all common hardware, software, and LAN/WAN technologies. MCSA certification desired. Must have valid Ohio Drivers' License and be insurable by AMHA.

Physical Requirements. The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job:

Physical demands may include kneeling, reaching, pushing, fingering, manipulating, talking, hearing, sitting for extended periods, crouching, standing for extended periods, stooping, walking, lifting up to 70 lbs. and repetitive motion using a keyboard, and telephone. The visual acuity requirements include viewing a computer monitor.

Working Conditions. The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job:

Office environment.

Employee Understanding:

The above job description was received, read and understood by me.

Employee's signature

Date

Supervisor's signature

Date

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.