AKRON METROPOLITAN HOUSING AUTHORITY

Job Title: Hardware Technician
Reports to: MIS Director
Department: MIS
Date: April, 2002
FLSA Status: Non-exempt

General Purpose:

Maintains, analyzes, troubleshoots and repairs computer systems, hardware and computer peripherals; documents, maintains, upgrades or repairs hardware and software systems of LAN/WAN.

Essential Duties and Responsibilities:

25%   Install computer hardware and identify and troubleshoot problems. Communicate with the user and follow-up to confirm problem has been resolved.

25%   Install Windows®, WP Suite®, Lotus Suite®, and MS Office Suite® as well as identify and troubleshoot related problems. Communicate with the user and follow-up to confirm problem has been resolved.

15%   Troubleshoot LAN/WAN, run cables and make new connections.

15%   Create and maintain system documentation, develop user-friendly step-by-step procedures for PC Users Manual. Track hardware and software inventories

10%   On a cost-effective basis, spec-out and order equipment, software, hardware, new technology.

10%   Perform other duties as assigned.

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. A+ certification desired. Must have valid Ohio Drivers' License and be insurable under 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 30 lbs., climbing ladders and repetitive motion using a keyboard, telephone and calculator. The visual acuity requirements include viewing a computer monitor and extensive reading.

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. Must be able to lift, transport and connect computer equipment and related materials, often in confined areas such as under desks.
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.