



**Position Title:** IT Support Tech  
**Reports To:** IT Manager  
**Department:** IT/Administration  
**FLSA Status:** Non-exempt hourly  
**Created:** November 11, 2022

## Summary

Under direct supervision, installs, maintains, tests, and repairs systems and networks. Utilizes basic technical knowledge to support IT initiatives and provide first-level technical information systems support to the CoachComm employees. Resolves routine technical problems.

## Duties and Responsibilities

1. Performs basic problem solving and assistance on various software applications and hardware systems for department users.
2. Provide individual instruction and/or training to users on new or updated technologies.
3. Performs routine technical assistance and maintenance duties.
4. Maintains and updates record keeping system; may document projects and maintain user instructions.
5. Assists with tracking inventory levels of equipment and materials; performs data entry and maintenance of records such as, but not limited to, project documents, user instructions, general reports and/or systems errors.
6. Performs routine technological systems support, maintenance, and testing for proper upkeep of systems; troubleshoots and resolves general system hardware, software, and network failures and conflicts.
7. Assists with the review, evaluation and recommendation of solutions relating to hardware and software acquisitions and/or network updates.
8. Assists with research and development initiatives and in the implementation of new technologies.
9. Assists with the implementation of technology projects with moderate scope and impact.
10. Assists with the installation, configuration and maintenance of computers, workstations and/or other related equipment and devices.
11. Performs miscellaneous job-related duties as assigned.

## Minimum Job Requirements

- High school diploma or GED; at least 6 months of experience directly related to the duties and responsibilities specified.
- Higher education and/or experience that is directly related to the duties and responsibilities specified may be interchangeable on a year for year basis.

## **Knowledge, Skills and Abilities Required**

- Knowledge of a wide range of computer systems software, applications, hardware, networking, and communications.
- Ability to perform routine preventive maintenance on systems software, applications, hardware, networking, and communications.
- Knowledge of current technological developments/trends in area of focus.
- Ability to provide direction to staff to resolve technological issues.
- Strong interpersonal and communication skills and the ability to work effectively with a wide range of constituencies in a diverse environment.
- Ability to determine computer problems and to coordinate hardware, software, and/or network solutions.
- Ability to analyze and resolve basic computer problems.
- Ability to communicate technical guidance and instruction to users on the use of PC and/or mainframe applications and systems.

## **Working Conditions and Physical Effort**

- No or very limited physical effort required.
- Work is normally performed in a typical interior/office work environment.
- Moderate physical activity. Requires handling of average-weight objects up to 25 pounds.