

Job Title: Information Technology Support Technician

Job Status: Full-Time

Department: Information Technology

Job Grade: 205

Reports To: Support Supervisor

Work Setting: On-Site

Pay Status: Non-Exempt

Date Created/Updated: 12/2/2024

Location: Main Office

Position Summary

The Information Technology Support Technician is responsible for assisting users with software and hardware problems. Repair, maintain, and set up technology-related equipment. Facilitate data backup processes.

Essential Duties & Responsibilities

- Installs, maintains, and provides technical support for users
- Performs hardware, software, and applications support and preventative maintenance
- Performs end-to-end environment-appropriate support utilizing best practices and documented procedures
- Maintain all asset management records related to desktop hardware, software, and peripherals.
- Logs all incoming incidents and completes requests.
- Contacts and coordinates with vendors regarding the repair of systems under warranty.
- Escalates more complex calls to the relevant IT division to support members in a timely manner.
- Provide full user support for the standard application software to meet staff needs.
- Develops, documents, publishes, and provides communications
- Records incidents and events information relating to troubleshooting and resolutions
- Installs, configures, maintains, and analyzes various types of computer hardware and software, including desktops, laptops, printers, scanners, peripherals, desk phones, and iPhones/iPads.
- Assist in running AV for official NBU meetings, as requested.
- Displays a strong commitment to customer service.
- Knowledge of business operations and systems requirements process.
- Skill in effective verbal and written communication.
- Ability to install computer hardware and software.
- Ability to manage the processing of incoming incidents & service requests to the Service Desk via telephone, e-mail, and self-service intake channels to ensure courteous, timely, and effective resolution of end-user issues
- Ability to read and comprehend departmental policies, technical/repair manuals, and user guides.
- Ability to maintain positive working relationships with all personnel, outside agencies, and vendors.
- Ability to serve in a diplomatic and professional manner; must have strong interpersonal skills.
- Ability to work with detailed information for sustained periods of time.
- Ability to demonstrate proficiency in Windows-based environment.
- Ability to use good judgment, think outside the box, and see the bigger picture.
- Ability to create development and communication of help sheets, usage guides, and FAQs for end users
- Work weekends and evenings as necessary on an on-call basis.

GENERAL RESPONSIBILITIES

- Maintain regular attendance; leave schedule should be managed to not interfere with the ability to accomplish tasks, including special projects and assignments with deadlines
- Adhere to NBU safety guidelines and practices at all times and in all situations
- Maintain a clean and safe work area, office, field site, and vehicle as applicable

- Develop & maintain effective customer service skills for communications with co-workers, customers, and the public, in general
- Maintain strict confidentiality of business, employee, and customer information in written and oral communications and safeguard sensitive documents
- Adhere to NBU policies and procedures
- Exemplifies NBU Core Values of Integrity, Stewardship, Culture, Team and Safety
- Participate in and support initiatives to reach annual NBU Performance Measures

Formal Education and Work Experience Requirements

Degree/Diploma Obtained: Bachelors

Field of Study: Computer Science, Info Systems Mgmt

Work Experience Time Frame: One Year or More

Other: [Click or tap here to enter text.](#)

Certification and Licensure Requirements

CompTIA A+ certification or better highly recommended

Other Minimum Qualifications

- Bachelor's Degree in Information Technology, Computer Science, or related field
- Relevant experience in job duties listed above may be substituted to meet the educational requirement.
- Must be available to periodically work after normal business hours or on weekends for emergency purposes.

Knowledge of Computer Software

	No Knowledge	Beginner	Intermediate	Expert
ArcGIS	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
AutoCAD	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Crystal Reports	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Microsoft Access	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Microsoft Excel	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Microsoft Word	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Microsoft Publisher	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Microsoft PowerPoint	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Other Software Knowledge

[Click or tap here to enter text.](#)

Experience with Machines, Tools, Equipment, and Other Work Aids

Telephone, small hand tools, network cable testing equipment, RJ45 crimping tool, vehicle PC, printer, copier, related software

Physical Demands

Standing: Occasionally

Making Presentations

Observing Work Sites

Observing Work Duties

Communication with Co-Workers

Computer Keyboard

Telephone Keypad

Calculator

Calibrating Equipment

Walking: Occasionally

To Other Departments/Office/Office Equipment

Fine Dexterity: Frequently

Around Worksite

Lifting: Occasionally

- Supplies
- Equipment
- Files

Carrying: Occasionally

- Supplies
- Equipment
- Files

Sitting: Occasionally

- Desk Work
- Meetings
- Driving

Reaching: Rarely

- For Supplies
- For Files

Handling: Rarely

- Paperwork
- Monies

Kneeling: Rarely

- Filing in Lower Drawers
- Retrieving Items from Lower Shelves/Ground

Pushing/Pulling: Occasionally

- File Drawers
- Equipment
- Table and Chairs
- Hose

Climbing: Occasionally

- Stairs
- Ladder
- Step Stool
- Onto Equipment

Other: Click or tap here to enter text.

Vision: Constantly

- Reading
- Computer Screen
- Driving
- Observing Worksite

Foot Controls: Occasionally

- Driving
- Operating Heavy Equipment
- Dictaphone

Balancing: Rarely

- On Ladder
- On Equipment
- On Step Stool

Bending: Occasionally

- Filing in Lower Drawers
- Retrieving Items from Lower Shelves/Ground
- Making Repairs

Crouching: Occasionally

- Filing in Lower Drawers
- Retrieving Items from Lower Shelves/Ground

Crawling: Occasionally

- Under Equipment
- Inside Attics/Pipes/Ditches

Hearing: Occasionally

- Communication Via Telephone/Radio/To Co-Workers/Public
- Listening to Equipment

Twisting: Occasionally

- From Computer to Telephone
- Getting Inside Vehicle

Talking: Occasionally

- Communication Via Telephone/Radio/To-Co-Workers/Public

Environmental Factors

	Never	Seasonally	Several Times Per Year	Several Times Per Month	Several Times Per Week	Daily

Extreme Temperature (Heat, cold, extreme temp. change)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Wetness and/or humidity (bodily discomfort from moisture)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Respiratory Hazards (Fumes, gases, chemicals, dust, and dirt)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Noise and Vibration (sufficient to cause hearing loss)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Physical Hazards (High voltage, dangerous machinery, aggressive Customers)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Health and Safety Conditions

	Never (Never Occurs)	Rarely (Less than 1 hour per week)	Occasionally (1/3 or more of the time)	Frequently (From 1/3 to 2/3 of the time)	Constantly (2/3 or more of the time)
Mechanical Hazards	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Chemical Hazards	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Electrical Hazards	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fire Hazards	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Explosives	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Communicable Diseases	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Physical Danger or Abuse	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other: Click or tap here to enter text.

Primary Work Environment: Office Environment

Other: Click or tap here to enter text.

Overall Strength Demands

Sedentary - Exerting up to 10 pounds occasionally or negligible weight frequently, mostly sitting

- Light - Exerting up to 20 pounds occasionally, 10 pounds frequently, walking or standing often
- Medium - Exerting 20 - 50 pounds occasionally, 10 - 25 pounds frequently, or 10 pounds constantly
- Heavy - Exerting 50 - 100 pounds occasionally, 25 - 50 pounds frequently, or 10 - 20 pounds constantly
- Very Heavy - Exerting 50 pounds constantly

Non-Physical Demands

	Never	Rarely	Occasionally	Frequently	Constantly
Time Pressure	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Emergency Situations	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Frequent Change of Task	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Irregular Schedule/Overtime	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Performing Multiple Tasks Simultaneously	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Working Closely with Others as Part of a Team	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Tedious or Exacting Work	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Noisy/Distracting Environment	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other: [Click or tap here to enter text.](#)

Employee Statement of Understanding

THIS JOB DESCRIPTION DOES NOT CONSTITUTE AN EMPLOYEE AGREEMENT BETWEEN NEW BRAUNFELS

UTILITIES (NBU) AND THE EMPLOYEE. Nothing in this position description restricts NBU's ability to assign, reassign, or eliminate duties and responsibilities of this job at any time.

I HAVE READ AND RECEIVED A COPY OF THIS JOB DESCRIPTION.

Employee's Signature

Employee's Printed Name

Date