

IT TECHNICIAN

Work Year: 12 Month position
FLSA Status: Non-Exempt
Responsible to: Chief Technology Officer and OME-RESA Executive Director

Job Objectives:

Provide direct support to contracted customers regarding all OME-RESA and entity technical services.

Provide expertise in the support of OME-RESA technical services.

Keep the Executive Director and Chief Technology Officer informed of current activities and emerging issues.

Qualifications:

- Minimum of an Associate's Degree or recognized information technology certifications with appropriate experience in an area deemed appropriate by the OME-RESA Board of Directors
- 1 to 2 years of information technology experience desired
- Previous customer support experience with information technology systems
- Experience using Microsoft Operating Systems and productivity applications is desired
- Be prompt, directed, reliable, self-motivated, and highly dependable
- Demonstrated ability to manage multiple tasks and priorities
- Excellent oral and written communications skills
- Excellent interpersonal communications and human relations skills
- Demonstrated ability to use technology to communicate
- A high level of professional integrity
- Strong analytical and organizational skills
- Documented evidence of a clear criminal record
- Meets all mandated health requirements

Essential Duties and Responsibilities: *To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties. Other duties may be assigned.*

- Installing, configuring, and maintaining the software and hardware components of information technology systems
- Experience with server and/or network virtualization technologies
- Diagnosing and troubleshooting software and hardware issues

- Perform hands-on fixes at the desktop level, including installing and upgrading software, implementing file backups, and configuring systems and applications.
- Ensuring the security of the components of information technology systems with the installation of appropriate security and system updates.
- Supporting people whenever they encounter challenges with components of information technology systems
- Maintaining and updating technical documentation regularly
- Testing new hardware and software before full-scale installation
- Record, track, and document - help desk requests, problem-solving processes, including all successful and unsuccessful decisions made, and brief IT Support Team on the final resolution.
- Perform other specific job-related duties as directed by the Chief Technology Officer and Executive Director

Language Skills: *Read, analyze, and interpret common scientific and technical journals, financial reports, legal documents, and technical software documentation. Respond to common inquiries or complaints from staff members and clients, regulatory agencies, or business community members. Write reports and procedure manuals. Effectively present information to OME-RESA management staff, Board of Directors, user entities, and public groups. Communicate clearly and concisely both orally and in writing.*

Reasoning Ability: *Define problems, collect data, establish facts, and draw valid conclusions. Interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.*

Working Conditions: *Exposure to the following situations may range from remote to frequent based on circumstances and factors that may not be predictable.*

- Potential for exposure to bloodborne pathogens and communicable diseases
- Potential for interaction with disruptive and/or unruly individuals
- Exposure to adverse weather conditions and seasonal temperature extremes
- Use of personal vehicle for travel purposes may be required
- Duties may require riding in a vehicle
- Duties may require driving a business supplied vehicle
- Duties may require prolonged use of a computer keyboard and monitor
- Duties may require working under time constraints to meet deadlines
- Duties may require working during the evening and/or weekend
- Potential for frequent work near moving mechanical parts
- Potential for exposure to fumes or airborne particles
- Risk of electrical shock
- The noise level in the work environment is moderate to occasionally loud

Physical Demands: *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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

While performing the duties of this job, the employee is regularly required to sit, stand, walk, and use hands to finger, handle or feel objects, tools, or controls. The employee is frequently required to reach with hands and arms, talk, or hear and repeat the same hand, arm, or finger motion such as typing. The employee is occasionally required to climb or balance; stoop, kneel, crouch, or crawl, taste and smell. Employees will regularly interact with clients and other staff members both in person and on the telephone. The employee must regularly lift and/or move up to 10 pounds, frequently lift and/or move up to 25 pounds and occasionally lift and/or move up to 50 pounds. The employee may occasionally be expected to move and/or lift 100 pounds or more but may obtain assistance or use equipment and carts to facilitate these tasks. Specific vision abilities demanded by this job include close vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

DISCLAIMER:

The Ohio Mid-Eastern Regional Education Service Agency (OME-RESA) is an equal opportunity employer offering employment without regard to race, color, religion, sex, national origin, age, or disability. This job description summary does not imply that these are the only duties to be performed and the OME-RESA reserves the right to revise or change job duties and responsibilities as the need arise. This job description is subject to change in response to funding variables, emerging technologies, improved operating procedures, productivity factors, and unforeseen events.

The job description does not constitute a written or implied employment contract.

