IT Computer Technician

Class Code: 1H620

Bargaining Unit: None

CITY OF CHATTANOOGA
Established Date: Jun 14, 2011

SALARY RANGE

$1,178.38 - $1,426.42 Biweekly
$30,638.00 - $37,087.00 Annually

SUMMARY:

The IT Computer Technician installs, maintains, repairs, upgrades and sets up operating systems, computers, software applications, wireless networks and accessories including printers, keyboards, scanners, monitors and other related equipment at all Head Start/EHS locations. Provides technical support to computer users over the phone and in person; processes and responds to requests for computer repair, upgrades and maintenance of all Head Start/EHS computers. Works closely with program personnel to ensure accurate and efficient inflow and outflow of computer data.

The position is located at the Head Start/EHS Administrative Office for 260 days per year.

EXAMPLES OF DUTIES:

Provides technical support and assistance which includes installation of computer programs, troubleshooting hardware and software problems and providing computer training for program staff.

MINIMUM QUALIFICATIONS:

Two or more years' experience working with computers. Must be knowledgeable in Microsoft Word and other applicable software programs. Good communication and interpersonal skills required.

Desired Qualifications:

Good organizational skills and independent work capabilities. Ability to read and interpret technical manuals. Knowledge and experience in Child Plus Data Engine preferred. Knowledge of Head Start/EHS.

Comp TIA A+ certification.

SUPPLEMENTAL INFORMATION:
JOB ELEMENTS:

1. Sets up all operating systems, computers, software applications, wireless networks and accessories including printers, keyboards, scanners, monitors and other related equipment.

2. Performs administrative tasks related to computer operations which include maintaining user profiles, setting up and resetting user names and passwords and other related activities.

3. Maintains computer operating systems in all Head Start/EHS centers for both PCs and

laptops.

4. Provides technical support and assistance for program's computer system which includes installation of computer software, troubleshooting computer hardware and software problems.

5. Provides appropriate computer training for program staff.

6. Demonstrates work habits which comply with agency personnel policies and procedures, completes special assignments from immediate supervisor or Head Start/EHS Director.