



Position: IT Technician
Reports To: Director of Information Technologies

Job Description:

The Information Technology Technician will install and maintain computer systems, networks, and train users on how to appropriately use them. A successful IT Technician must have a thorough knowledge of computer hardware and software and a variety of internet applications, networks, and operating systems. The ideal candidate will also have great troubleshooting abilities with an emphasis on optimizing the role of technology on business sustainability.

Core Competencies:

- Set up workstations with computers and necessary peripheral devices (routers, printers etc.).
- Maintain computer hardware to ensure optimized functionality.
- Install and configure appropriate software and functions according to specifications.
- Develop and maintain local networks in ways that optimize performance.
- Ensure security and privacy of networks and computer systems.
- Provide orientation and guidance to users on how to operate new software and computer equipment.
- Organize and schedule computer system maintenance without affecting company workflow.
- Perform troubleshooting to diagnose and resolve problems on computer systems (repair or replace parts, debugging etc.).
- Maintain logs of repairs and maintenance schedules.
- Identify computer or network equipment shortages and place orders.
- Effective and positive verbal and written communications.
- Work effectively with all levels of management, employees, customers, and suppliers to achieve a common goal.
- Ability to present ideas in business-friendly and user-friendly language.
- Ability to multitask, manage time well, and work under stressful conditions.

IT Technician Job Description

Preferred Competencies:

- A working knowledge of Ingersoll Production Systems information systems including Encompix and network based systems.
- Personal computer skills including word processing, spreadsheet, and scheduling software.
- Proven experience as IT Technician or relevant position.
- Excellent diagnostic and problem solving skills.
- Excellent communication ability.
- Outstanding organizational and time-management skills.
- In depth understanding of diverse computer systems and networks.
- Good knowledge of internet security and data privacy principles.
- Able to update, maintain, and improve existing website.

Education/Experience:

- Bachelor's degree in Computer Science, Engineering, or relevant field. In absence of a Bachelor degree, 10 or more years of experience in a similar field will also be considered. IT certifications are also encouraged (e.g. CompTIA A+, Microsoft Certified IT Professional, etc.).

Duties and Responsibilities:

- Perform configuration, installation, and administration of servers, databases, security systems, networks, computers, applications, business systems, and other entities as required.
- Maintain a positive and safe employee work environment.
- Promote employee education and training.
- Implement strategies and procedures to reduce risk and costs.
- Identify capital expenditures needed for efficient and productive operations.
- Participate in strategic and operational planning of IT systems as they relate to overall business goals.
- Ensure IT system operation adheres to applicable laws and regulations.
- Review hardware and software acquisition and maintenance contracts.
- Assess and make recommendations on the improvements to IT systems.
- Keep current with trends and issues and advise management and users on their impact.
- Must be available for on-call availability and periodic overtime.
- Must adhere to confidentiality policy.
- International and domestic travel may be required.

IT Technician Job Description

Work Environment Summary:

The individual in this position typically works in an office environment and uses a computer, telephone, and other office equipment as needed to perform duties. Employees may encounter frequent interruptions throughout the workday and are regularly required to communicate with others, use repetitive hand motion, sit, stand, walk, reach, bend, and lift up to 20 pounds. Employees are also required to read, write, interpret data, organize materials, make decisions, and solve problems.

These demands 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. This job description in no way states or implies that these are the only duties to be performed by an employee occupying this position. Employees may be required to perform other related duties as assigned, to ensure workload coverage. Employees are required to follow any other job-related instructions and to perform any other job-related duties requested by their supervisor. This job description does NOT constitute an employment agreement between the employer and employee, and is subject to change by the employer as the organizational needs and requirements of the job change. The job specification requirements stated are representative of minimum levels of knowledge, skills, and abilities to perform this job successfully.

Approval Signatures: _____
General Manager – Ingersoll Production Systems

Date

Human Resources

Date

The above description covers the most significant duties performed but does not exclude other occasional work assignments, requirements or working procedures inherent in this job.