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| **JOB DESCRIPTION** |
| **DATE:**  |
| COMPANY: |  | JOB TITLE: | COMPUTER TECHNICIAN |
| DEPARTMENT: |  | CURRENT INCUMBENT: |  |
| DIRECT SUBORDINATES: |  | INDIRECT SUBORDINATES: |  |
| BRIEF DESCRIPTION: | The post of a computer technician consists of providing technical assistance to computer system users, and answering questions or resolving computer problems for clients in person, via telephone or from remote location. It also consists of providing assistance concerning the use of computer hardware and software, including printing, installation, word processing, electronic mail, and operating systems. |
| QUALIFICATIONS & REQUIREMENTS: | * A college degree in a computer-related field or equivalent;
* Ability to give full attention to what other people are saying, and to use logic and reason to identify the strengths and weaknesses of alternative solutions;
* Ability to identify complex problems and reviewing related information to develop and evaluate options and implement solutions.
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| COMPETENCIES: | * Dependability — Job requires being reliable, responsible, and dependable, and fulfilling obligations.
* Attention to Detail — Job requires being careful about detail and thorough in completing work tasks.
* Cooperation — Job requires being pleasant with others on the job and displaying a good-natured, cooperative attitude.
* Analytical Thinking — Job requires analysing information and using logic to address work-related issues and problems.
* Integrity — Job requires being honest and ethical.
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| TASKS: | * Answer user inquiries regarding computer software or hardware operation to resolve problems;
* Confer with staff, users, and management to establish requirements for new systems or modifications;
* Develop training materials and procedures, or train users in the proper use of hardware or software;
* Enter commands and observe system functioning to verify correct operations and detect errors;
* Install and perform minor repairs to hardware, software, or peripheral equipment, following design or installation specifications;
* Mainta*in re*cords of daily data communication transactions, problems and remedial actions taken, or installation activities;
* Oversee the daily performance of computer systems;
* Read technical manuals, confer with users, or conduct computer diagnostics to investigate and resolve problems or to provide technical assistance and support;
* Refer major hardware or software problems or defective products to vendors or technicians for service;
* Set up equipment for employee use, performing or ensuring proper installation of cables, operating systems, or appropriate software.
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| LINES OF COMMUNICATION: | Specify |
| WORKING CONDITIONS: |  Indicate whether the position is half time or full time. List any unique working conditions such as hours etc. |
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| SIGNATORIES: |  |
|  | NAME: | DATE: | SIGNATURE: |
| INCUMBENT: |  |  |  |
| LINE MANAGER: |  |  |  |
| HR MANAGER: |  |  |  |