

Job Title: Technology Support Technician I (part-time ~20 hours)
Reports To: Director of IT

Category: Non-exempt

Summary: Resolves internal user problems and ensures correct operation of personal computers. Installs, troubleshoots, and repairs computer systems, hardware, and computer peripherals.

Essential Functions:

- Set up hardware and install and configure software and drivers
- Maintain and repair technological equipment
- Perform regular and preventive maintenance
- Troubleshoot system failures or bugs and provide solutions to restore functionality
- Offer timely technical support and teach users how to utilize computers correctly
- Performs other related duties as assigned

Qualifications:

- High School diploma or equivalent (GED) with continuing training towards an associate degree in information technology or similar concentrated field of study
- Ability to perform installation and maintenance of Microsoft Windows
- Ability to install and maintain PC computer systems and peripherals
- Knowledge of MS Office Products
- Ability to communicate with individuals at all levels in the Company in an articulate, professional manner
- Excellent written and oral communication skills
- Must be reliable and work independently with little supervision
- Ability to prioritize multiple diverse tasks in an organized, timely manner while retaining high level of accuracy
- Excellent organizational skills and attention to detail

Physical Requirements:

- Ability to lift up to 30 pounds
- Must be able to access areas above or under desks, shelving etc.

Delegation of Authority:

- The Iwaki America Inc. Delegation of Authority Matrix is incorporated herein by reference