

## Technology Support Technician

**Job Code:** 7287

**Salary Grade:** S07

**FLSA Status:** Non-Exempt

*The following statements are designed to outline the general functions and typical responsibility levels associated with positions in this classification. They are not intended to serve as an exhaustive list of specific duties or requirements for individual positions assigned to this classification.*

### Duties and Responsibilities

Technology Support Specialist is responsible for providing technical support to employees by troubleshooting and resolving issues with our IT systems when they arise.

- Troubleshooting and resolving IT issues in a timely manner.
- Communicating with coworkers to diagnose problems.
- Installing and configuring hardware and software.
- Talking coworkers through the process of fixing technical issues.
- Prioritizing your workload to ensure the most critical issues are resolved first.
- Documenting common support procedures that coworkers can follow.
- Providing support remotely when necessary.

### Minimum Qualifications

**Education:**

Preferred: Bachelor's degree in Computer Science or Information Technology.

Equivalency/Substitution: Will accept 48 months of experience in lieu of the Bachelor's degree for a total of 72 months experience.

**Experience:**

Required: 2 years of experience in Information Technology or related experience.

**Certifications or Licenses:**

N/A

**Verification of education and licensure (if applicable) will be required if selected for hire.**

### Knowledge, Skills, and Abilities

- Experience with remote desktop applications.
- Strong analytical and problem-solving skills.
- Good communication skills, both written and verbal.
- Excellent interpersonal skills.

### Working Conditions

**Physical:**

- Must be able to work in sitting position, use computer and answer telephone.

**Environmental:**

- Office Work Environment.

**Printed Date:** 08/24/2026