

**RSR GROUP, INC.  
JOB DESCRIPTION**

**POSITION TITLE:** Computer Technician

**TITLE OF IMMEDIATE SUPERVISOR:** Systems Administrator

**DATE SUBMITTED:** January 2021

**POSITION SUMMARY:**

Installs, modifies, and makes all necessary repairs to personal computer hardware and software systems, and provides technical assistance and training to system users by performing the following duties.

**REGULAR DUTIES AND RESPONSIBILITIES:**

Inspects personal computer equipment and reads order sheet listing user requirements to prepare personal computer for installation.

Installs hardware and peripheral components such as monitors, keyboards, printers, etc.

Loads specified software packages such as operating systems and Microsoft Office onto computers.

Documents, tracks and monitors problems to ensure a timely resolution.

Log issues and resolutions in an enterprise ticketing and knowledge-base system.

Responds to telephone calls, email and personnel requests for technical support concerning systems operation.

Ability to explain issues and resolutions to end users in a simplified, non-technical manner.

Diagnoses system hardware, software and operator problems.

Coordinates activities with other personnel in information systems group.

Provides updates, status and completion information and problem-request tracking system to manager, and/or end users via voicemail, email or in person.

Supports, tests and troubleshoots hardware and software problems pertaining to LAN. Provides end users support for LAN- based applications.

Perform routine preventative maintenance to avoid system outages and failures.

Handles the RMA of all computer-related equipment.

**EMPLOYEES SUPERVISED:** None

**QUALIFICATIONS:**

Certificate or Associate's degree or at least 3 years related experience and/or training; or equivalent combination of education and experience. Familiarity and understanding of basic computer hardware and software functions. Strong written and verbal communication skills. Must have sound analytical thinking skills and strong attention to detail. Capable of working with dispersed teams with a flexible work schedule. IT professional with a knowledge including but not limited to: Windows Server 2012-2019 and Windows 10,

**Physical Demands:**

While performing the duties of this job the employee is regularly required to sit; use hands to finger, handle, or feel; reach with hands and arms and talk or hear. The employee is frequently required to stand; walk and stoop, kneel, crouch, or crawl. The employee is occasionally required to climb or balance. The employee is frequently required to lift up to 50 pounds. The vision requirements include: close vision and ability to adjust focus. The physical demands of this job 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.

**DUTIES AND RESPONSIBILITIES MAY BE ADDED, DELETED, OR CHANGED AT ANY TIME AT THE DISCRETION OF THE MANAGEMENT, FORMALLY OR INFORMALLY, EITHER VERBALLY OR IN WRITING.**