Lutheran Services Carolinas
Job Description

Job Title: **COMPUTER SUPPORT TECHNICIAN**

Supervisor (title): **DIRECTOR OF COMPLIANCE & IT**

Department: **INFORMATION TECHNOLOGY**

Approved by: **B. WELCH** *Bw* **Date: 08/25/2015**

Position Purpose/Summary:

Essential Functions *(Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.):*

1. Oversee the daily performance of computer systems. Encrypt specific computers as needed.
2. Ensure computer hardware is properly imaged and connected to the domain prior to rollout for staff use.
3. Routinely evaluate that the entire inventory has the proper security updates and operating system updates.
4. Assess and repair or replace hardware as needed. Ensure any devices to be disposed of have been wiped.
5. Monitor and enforce hardware security for each workstation. Ensure computers company-wide are utilizing latest version of antivirus software and are downloading/ installing antivirus updates and Microsoft updates.
6. Configure new printers with proper IP for rollout.
7. Install and test the high availability solution on computers as needed.
8. Install any new hardware rollouts, including workstations and related peripherals.
9. Assist with office changes in buildings as they relate to IT and telephones.
10. Maintain a log of all computer names, workstation names, warranty dates, etc.
11. Maintain contact with Versiant account manager and participate in conference calls and onsite meetings with IT vendors.
12. Enforce policy for recycling and disposing of equipment, as well as a tool for tracking when and how to replace equipment.
13. Significant travel time in excess of 50% may be required.
14. Coordinate training for all three employee shifts may be required.
15. Assist with report writing, as needed.
16. Use of DX tools to assess or monitor computer system.
17. Assist with end user education and enforcement of polity related to IT.
18. Reconcile LSC's inventory with other hardware/software licensing lists.
19. Backup and assist Network Support Specialist.
20. Other duties as assigned.

Supervisory Responsibilities, if any *(The scope of the person's authority, including the positions that report to the incumbent.):*

N/A

Qualifications (Minimum Job Requirements): *The requirements listed below are representative of the knowledge, skill, and/or ability required for the job:*

Education: 2 year degree; or equivalent work-related experience in IT.

Experience: Minimum 2 years experience in an IT related and/or customer service field.

Specific skills/abilities: Proficiency with computers and A+ hardware and Microsoft Office products. Ability to clearly communicate verbally and in writing, with appropriate phrases and emphasis. Strong analytical skills.

Specialized knowledge, licenses, etc.:

Preferences (Optional):

1. 2-year degree; and/or equivalent certifications in computer hardware related area.

Working Conditions/Physical Requirements:

1. Office environment; sitting at desk and in front of computer for extended periods of time.
2. Fine dexterity for small part repairs.
3. Ambulatory throughout all locations.
3. Ability to lift minimum 25 pounds.
4. Travel required 50% or more.

This job description is not an employment contract. Lutheran Services Carolinas reserves the right to alter the job description at any time without notice.

_____ _____
Employee Signature   Date

_____ _____
Supervisor Signature   Date

Employee signature constitutes employee's understanding of the requirements, essential functions, and duties of the position.