AQUA ENGINEERS
AN EMPLOYEE OWNED COMPANY

Job Title: IT Technician
SCA Equivalent: None
Effective Date: January 1, 2012
Latest Revision: January 1, 2018
AIP Target: 10% of Base Earnings
Profit Center: 400

Primary Accountability - Responsible for providing technical support for the company's computer systems.

Description of Primary Responsibilities

1) Maintains personal workstations and peripherals:
   a) Deploys new personal computers, assembling as necessary, loading system and application software/updates and preparing for use,
   b) Orders personal computers, parts and supplies according to established specifications,
   c) Rebuilds existing personal computers, upgrading memory, software/updates and other hardware and software components to bring equipment to standards.
2) Provides hardware and software support on network equipment:
   a) Performs software upgrades to network systems,
   b) Troubleshoots network connectivity issues; wires or repairs physical connections to network servers,
   c) Conducts minor repairs and upgrades to network hardware,
3) Provides maintenance support for the company's websites:
   a) Provides maintenance support for the company's intranet site,
   b) Provides maintenance support for the company's public website.
4) Provides hardware and software support to users:
   a) Troubleshoots user problems with hardware and software, network connectivity, etc.,
   b) Assists in resolution of software and hardware issues; provides solutions for routine and moderately complex issues,
7) Administers the Company's network and network servers:
   a) Ensures company network(s) are configured to maximize the efficiency of the system to meet company needs,
   b) Applies and administers operating server updates, patches, and configuration changes,
   c) Maintains network security through the router firewalls, VPNs, TrendMicro Antivirus and web filter application software,
   d) Ensures all servers are running smoothly,
   e) Answers technical queries and troubleshoots reported problems,
   f) Maintains the VOIP, Firewall, Public Website, Intranet Website, and DNS's Network Solutions,
   g) Provides support on Apple devices,

Description of Primary Attributes

General Development:

1) Possesses organizational skills in order to organize own work.
2) Has the ability to work independently and as part of a team.
3) Is able to re-prioritize work in response to changes in circumstance.

4) Considers the way the work affects other employees outside the department or functional area.
5) Is able to devise effective solutions to situations encountered based on the general goals and objectives of the function.

Professional & Technical Knowledge:

1) Possesses general work-related skills at a level consistent with completion of a high school program, including written and verbal communication skills, computational and computer skills, and mathematical knowledge.
2) Possesses thorough understanding of network and personal computer operations and system designs.

Technical Skills:

1) Proficient in assembling personal computer hardware, including common upgrades such as physical memory, power supplies and various connections.
2) Is able to understand network hardware design and connectivity and to diagnose and troubleshoot network connectivity issues.

Licenses & Certifications – None required

Communications Skills:

1) Effectively communicates complex and/or technical information to co-workers and others.
2) Exercises tact and diplomacy in the resolution of mild conflicts or disagreements.
3) Effectively communicates information in written (including electronic) correspondence.
4) Effectively conveys technical information to non-technical audiences.

Evaluation Guidelines

The following guidelines are used to determine the appropriate contribution assessment and associated pay range position:

Pay Level 1 (Entry-Level) – Demonstrates the ability to perform the following responsibilities and demonstrates the following attributes:

- Primary Responsibilities – 2a,
- Primary Attributes – GD 1-2, PTK 1.

Pay Level 2 (Developing) – Possesses all of the Pay Level 1 qualifications plus:

- Primary Responsibilities – 1a-b, 2b,
- Primary Attributes – GD 3-4, PTK 2, TS 1, CS 1-4.

Pay Level 3 (Fully Functioning) – Possess all of the Pay Level 2 qualifications plus:

- Primary Responsibilities – 1c, 2c, 4a-b, 5a-c,7a-g,
- Primary Attributes – GD 5, TS 2.