

POSITION PROFILE

POSITION: Information Services Technician	DEPARTMENT: Information Services
CUSTOMARY WORK HOURS: 8:00 a.m. to 4:30 p.m. - at times may be required to work split shifts; evening and night tours; scheduled and unscheduled overtime	
CUSTOMARY WORK DAYS: Monday – Friday; at times may include weekends; holidays and dispatch to remote sites and exchanges	
SALARY GRADE: Technical Support Schedule 1	STATUS: Non exempt
REPORTS TO: Information Services Network Engineer	

POSITION SUMMARY

The Information Services Technician is accountable for assisting in maintaining the Company's Desktop and Server systems. Duties include, but are not limited to, operating and maintaining systems for patching and installing workstation applications and operating systems, maintaining and provisioning servers, and performing work assigned by the Information Services Network Engineer as required. Information Services Technician provides first response technical support for users and participates in the monitoring and reporting of compliance with company computing policies. This position requires periodic access and exposure to highly sensitive documents, material and conversations and therefore requires strict confidentiality on the part of the Information Services Technician.

PRINCIPAL ACCOUNTABILITIES

DAILY

- Under direction of the Information Services Network Engineer and in support of the Information Services Analyst, works to ensure all computer systems, peripherals, programs and applications are operational for all end user departments.
- Carries out daily reporting and maintenance tasks, ensuring that compliance with policies regarding these tasks is documented.
- In conjunction with Information Services Analyst, monitors and responds, as necessary, to after hour information services network alarms.
- Understands and accepts the necessity for reporting to work, on time, and is ready and able to perform the duties and responsibilities of the position on a daily basis.
- Proactive involvement in the Company's Safety Program, including compliance with all rules and regulations, and for continuously practicing safety while performing their duties.

PERIODIC

- Carry out periodic reporting and maintenance tasks, ensuring that compliance with policies regarding these tasks is documented.
- Performs routine maintenance on servers and workstations.
- Under the direction of the Information Services Network Engineer and in support of the Information Services Analyst, install and/or upgrade hardware and software within the company. This includes workstation and server setup, connectivity configuration, software application installation and management as well as operating system installation and maintenance. Install, maintain, provision, and resupply other computer related hardware such as printers and cameras as directed.
- Basic usage of directory services and other corporate infrastructure systems.
- With other staff, maintain records of hardware and software inventory and licenses. Assist in creating documentation of procedures and workflow.
- Assist in the process of monthly customer billing as needed.
- Perform first response technical support for computer systems users. Perform basic trouble shooting and diagnostic procedures on servers and end user computers. Interface with vendor service and support infrastructure as directed.

- List of principal accountabilities is not exhaustive and may be supplemented as necessary.

KEY PERFORMANCE FACTORS

ACHIEVING RESULTS

- Applies knowledge of the job. Applies knowledge to new or challenging situations.
- Applies technical skills (includes applying existing skills in new or challenging situations).
- Accepts responsibility for and follows through on tasks, assignments, and other responsibilities in a timely manner.
- Meets departmental standards for productivity (rated on the basis of work accomplished to volume of work).
- Performs duties with accuracy, thoroughness, attention to detail, and neatness.
- Sets challenging, but realistic goals and holds self accountable for individual results.
- Monitors quality of own work (e.g., double-checks the accuracy of information or work product; checks to ensure that procedures are followed).
- As directed by senior staff, takes actions to solve a problem or overcome an obstacle to achieving results.
- Suggest specific changes in work processes or methods to improve performance (e.g., does something better, faster, at lower cost, more efficiently; improves quality, customer satisfaction, morale, revenues).
- Performs work in a safe and healthful manner and in accordance with the Company's Safety Program.
- Undertake ongoing professional skills related education and training.

PROACTIVITY

- Recognizes tasks, activities, assignments to be done and completes them without specific directive or actively seeks new duties or challenges.
- Offers one or more ideas to improve work processes or departmental productivity. Initiates actions to address an anticipated problem or obstacle. Actions are within the constraints of respective authority
- Has the ability to seek information from a wide variety of sources concerning a problem or issue affecting a specific project or department as a whole.

TEAM ATTITUDE

- Expresses the belief that others are fully capable of contributing to the work process and being effective when given the chance.
- Participates willingly in departmental or work group decisions. Demonstrates commitment to achieving departmental goals by assisting others, even if the task is not a part of their primary roles and responsibilities.
- Shows respect for other's intelligence by appealing to reason.
- Genuinely values others' input and expertise and is willing to learn from others (including supervisors, peers, and subordinates).

ORGANIZATIONAL COMMITMENT

- Respects the ways things are done in the organization and does what is expected (e.g., dresses appropriately, presents the Company in a positive light). Follows Company policies and procedures.
- Respects and accepts what management sees as important.
- Maintains attendance in accordance with Company guidelines and is consistently punctual.
- Makes choices and sets priorities to meet Company's needs.
- Cooperates with others to achieve organizational/departmental objectives.
- Publicly acts to fit the Company's mission.

FLEXIBILITY

- Understands other people's point of view.
- Able to shift easily from one task or focus to a different one.
- Willing to change ideas or perceptions based on new information or contrary evidence.
- Decides what to do based on the situation (e.g., acts to fit the situation or person).
- Ability to readily absorb knowledge of new hardware and software systems..

SELF-MANAGEMENT

- Demonstrates an ability to handle stress on the job (e.g., able to multi-tasks, prioritize).

- Controls own strong emotions, such as anger or extreme frustration. Remains calm in stressful situations, addressing difficult problems one at a time.
- Remains productive under stress. Deals with stress directly and does not allow stress to weaken one's ability to complete a task or interact effectively with others.
- Manages details and demonstrates structured approach to problem solving and trouble shooting.
- Undertakes study for professional education and certification.

CUSTOMER SERVICE ORIENTATION (internal and external)

- Gives friendly, cheerful service.
- Follows through on customer inquiries, requests, complaints.
- Keeps customer up-to-date about progress of projects (but does not probe customer's underlying issues or problems).
- Maintains clear communication with customer regarding mutual expectation, monitors customer satisfaction.

PHYSICAL REQUIREMENTS

- Possesses the ability to speak clearly and understandably and hear communications by telephone and in person.
- Possesses fine and gross manipulation skills.
- Possesses grasping and power grip abilities.
- Must have good vision (with correction) and also have color vision to differentiate wiring.
- Must be able to sit for prolonged periods of time.
- Must have ability to stand, sit, squat, bend, kneel, twist, crawl, reach, lift, balance, carry, push and pull to accomplish daily tasks associated with requirements of the position.
- Must be able to lift 70 lb. maximum with frequent lifting and/or carrying objects weighting up to 30 lb.
- Must be able to work on ladders.

QUALIFICATIONS

EDUCATIONAL REQUIREMENTS

- High school diploma or equivalent.
- 2 year college or vocational degree in Information Services/Data Processing/related field or equivalent in technical experience.

TECHNICAL REQUIREMENTS

- Working knowledge of computer hardware and software including operating systems. This includes knowledge of PC hardware installation and maintenance.
- Working knowledge of at least computer operating systems.
- Working knowledge of various applications.
- Coursework towards Industry accepted certifications desirable.
- Possesses and maintains a valid and unrestricted class "C" driver's license, with driving records that provides insurability under the Company's vehicle insurance carrier and within the guidelines of the Company.

WORK EXPERIENCE

- 2 years diverse experience in Information Technology including workstation installation and maintenance, Completion of basic technical training desirable.
- Telephony experience desired, preferably in the Information Services/Data Processing field.

ENVIRONMENTAL CONDITIONS

GENERAL OFFICE CONDITIONS

Exposure to an air-conditioned/heated office environment with moderate noise levels generated by the equipment. However, travel conditions from one office location to another can result in exposure to outside elements ranging from extreme cold/heat/humidity/rain/snow

THIS POSITION PROFILE DOES NOT PROMISE OR IMPLY THAT THE ACCOUNTABILITIES LISTED ARE THE ONLY DUTIES TO BE PERFORMED OR THAT THE POSITION MY NOT CHANGE, OR BE ELIMINATED. JOB TASKS AND RESPONSIBILITIES ARE NOT EXHAUSTIVE AND MAY BE SUPPLEMENTED AS NECESSARY. THE REQUIREMENTS FOR THE POSITION ARE REPRESENTATIVE OF THE KNOWLEDGE, SKILL AND/OR ABILITY TO PERFORM DUTIES OF THE JOB. JOB TASKS AND RESPONSIBILITIES MAY BE ALTERED AT ANY TIME, WITH OR WITHOUT WRITTEN NOTICE. IN NO WAY DOES THIS DOCUMENT ALTER THE AT-WILL STATUS OF THE PONDEROSA TELEPHONE CO.

APPROVALS	
IS NETWORK ENGINEER:	DATE:
INFORMATION SERVICES ADMINISTRATOR:	DATE:
FINANCIAL DIRECTOR:	DATE:
HUMAN RESOURCES MANAGER:	DATE: