

BELLINGHAM WHATCOM COUNTY HOUSING AUTHORITIES

JOB DESCRIPTION

JOB TITLE: IT Support Technician **HOURLY, NON-EXEMPT REPRESENTED**
DEPARTMENT: Executive
REPORTS TO: Director of Information Technology

POSITION OVERVIEW:

Under supervision of the Director of Information Technology, the Bellingham Housing Authority's ***IT Support Technician*** provides excellent customer service by supporting a wide range of technical solutions. Primarily, serving as the initial point of contact for staff, the IT Support Technician will gather and analyze information about the users' issues to answer and facilitate operation, configuration, customization, and usage of assigned products to determine the best way to resolve problems.

ESSENTIAL JOB FUNCTIONS:

1. Be the primary point of contact for day-to-day technical support of hardware and software issues.
2. Monitor and provide technical support for PC Labs, tenant onsite communication systems and other Information Technology Resources (ITR) on BHA properties.
3. Assist with navigating application menus, including remoting into staff computers when needed.
4. Troubleshoot network connectivity issues, working with remote employees on a corporate network.
5. Develop and sustain a productive customer centric relationship, making the customer and their needs a primary focus.
6. Offer alternative solutions where appropriate with the objective of retaining customers' and clients' business.
7. Provide backup for other technology positions within the housing authority as assigned.

8. Provide training and share technical expertise related to application software and IT hardware.
9. Assist in department special projects as assigned.
10. Microsoft 365 Admin
11. Cell Phone and Tablet Management
12. Staff Computer Management
13. Basic Network Administration

QUALIFICATIONS:

Knowledge, Skills, and Abilities

- Provide exceptional customer service.
- Ability to develop a working knowledge of department operations.
- Administrative knowledge of current Microsoft Office offerings.
- Ability to work independently and organize time effectively.
- Demonstrated ability to learn new technologies, applications, processes, and concepts.
- Basic Knowledge Networking.
- Ability to organize, establish priorities and independently perform work assignments.
- Ability to work effectively, with frequent interruptions.
- Must have a courteous, compassionate, and tactful manner.
- Ability to communicate effectively, with agency staff, the general public and other agency personnel.
- Ability to maintain confidentiality.
- Maintain dependable, punctual attendance.

Education and Experience

- High School Diploma or equivalent **required**.
- 2 year degree in computer networking preferred.
- Previous computer technical support preferred.
- CompTIA A+, Network+ or Security + certification preferred.
- MCP, Dell or other industry identified certifications are preferred.

- Strong knowledge of Network troubleshooting, including connectivity issues, locating IP or TCP/IP addresses, VPN software, supporting remote users.
- Worked with Active Directory.
- Proficient with troubleshooting Windows Operating systems.
- Ability to troubleshoot and resolve email issues, specifically MS Exchange and email filtering software.
- Ability to communicate clearly and professionally, both verbally and in writing.
- Outstanding customer skills, with the ability to empathize and professionally troubleshoot and resolve customer's issues.

OTHER REQUIREMENTS:

Physical

This position works primarily in an office environment and requires the ability to lift 50 pounds.

Mental

It is essential that this incumbent be capable of performing simultaneous technical and analytical tasks. Incumbent must be able to maintain records in a neat and accurate manner. The incumbent must be able to apply a broad array of standard operating procedures. Have the ability to get along with others effectively; to participate as a team member. Have the capacity to analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.

The statements contained herein reflect general details, as necessary, to describe the principal functions of this job, the level of knowledge and skill, typically, required and the scope of responsibility, but should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties assigned including work in other functional areas to cover absences or relief, to equalize peak work periods or otherwise to balance the workload. Furthermore, they do not establish a contract for employment and are subject to change at the discretion of the employer.