

DELAWARE SOLID WASTE AUTHORITY

JOB DESCRIPTION

July 1, 2010

TITLE: COMPUTER SUPPORT TECHNICIAN II
REPORTS TO: MANAGER OF INFORMATION TECHNOLOGY
JOB CLASS: NON-EXEMPT
LOCATION: STATEWIDE

PURPOSE:

Perform scheduled general routine maintenance, and repair on computer related systems at all DSWA facilities

JOB DUTIES:

- * Clean, maintain, and repair computer related hardware
- * Troubleshoot and repair simple computer-related problems
- * Rotate Scale computer related systems out on a regular schedule
- * Test recycled computer components for re-use
- * Maintain, Upgrade, and Service Video Surveillance Camera System
- * Available 24 hours for emergency situations
- * Provide Backup to Services Technician with Avaya VOIP Phone System

Perform daily computer tape backup of computer system

Maintain, clean, and repair computer CPUs, scale house computers, modems, laptops, laser printers, dot matrix printers, computer keyboards, computer circuit boards, video monitors, hard drives, floppy drives, power supplies, thermal printers and any other computer-related system.

Perform other duties as assigned

Computer Support Technician II

Job Description

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QUALIFICATIONS:

Possession of a high school diploma or equivalent. Computer-related hardware and software technical courses and seven (7) years of computer-related repair, testing, and maintenance experience. Possession of a valid driver's license. Ability to work independently and in a rapidly changing technical scenario. Microsoft Certified Professional (MCP) Certification.

Must sign a confidentiality statement

*Denotes essential functions of the job