The Middle Tennessee Electric Membership Corporation

JOB DESCRIPTION

JOB TITLE:	**INFORMATION TECHNOLOGY (IT) SUPPORT TECHNICIAN**

DEPARTMENT: Information Systems

EEOC JOB CODE: P-ITST

REPORTS TO: IT Support Supervisor

JOB REQUIREMENTS:

Education: Associate's degree in information technology, computer science, or related field, or four years' experience required. Must have one of the following active certifications. Equivalent or higher level certifications are acceptable.

1. Microsoft Technical Associate (MTA)
2. Microsoft Certified Solutions Associate (MCSA)
3. CompTIA A+ Certification
4. HDI Desktop Support Technician (HDI-DST)

Experience: Must have a good understanding of computer workstations, printers, and other peripherals, such as monitors, keyboards, scanners, and mice. Must be familiar with Microsoft Windows and Apple operating systems.

JOB SUMMARY:

Objective: Support teammates and their hardware and software in a manner to provide affordable, reliable, safe electricity and outstanding member service.

Supervises: None

JOB RESPONSIBILITIES:

Under the direction of the IT Support Supervisor and within the limits of established policies, assumes responsibility for the personal performance of the following activities:

1. Install, troubleshoot, repair, evaluate, administer, monitor, and maintain end user hardware and software.

2. Administer maintain building security and access control systems.

3. Administer all security and software updates to end user devices.

4. Manage end user hardware/software licensing and support contracts.

5. Manage and maintain up-to-date inventory of desktops, laptops, tablets, and printers.

6. Perform help desk support activities.

7. Support and interface with employees, vendors and contractors for troubleshooting, problem resolution, service improvement, service design, installation, and projects regarding all software and hardware related to the end user.

8. Updates job knowledge by participating in educational opportunities to keep up with the rapid changes in technology; reading professional publications; maintaining personal networks; participating in professional organizations.

9. Participate in IT on-call rotation.

10. Maintain minimum required professional certifications

11. Performs other responsibilities as directed by the IT Support Supervisor.

**OFFICE EQUIPMENT
TO BE USED:**   General Office Equipment

**PHYSICAL
REQUIREMENTS:**   Must be able to stand, walk, sit, talk, hear, stoop, lift, and perform repetitive motions; plan and organize work; perform routine reading and paperwork; work with other people; use equipment properly; and perform essential functions of the job while maintaining safe work practices.

Important: This job description is not intended to be all-inclusive; an employee will also perform other reasonably related job responsibilities as assigned by immediate supervisor and other management as required.

MTEMC reserves the right to revise or change job duties as the need arises. This job description does not constitute a written or implied contract of employment. Management reserves the right to change job descriptions, job duties, or working schedules based on their duty to accommodate individuals with disabilities.