

Franktronics, Inc.

3618 George Washington Highway

Hayes, VA 23072

Computer Technician



JOB TITLE:	Computer Technician	JOB FAMILY:	Technical
JOB TYPE:	Part Time	EEO CODE:	Technician
		EFFECTIVE DATE:	November 2017

JOB SUMMARY

The primary objective of the Computer Technician is to perform computer repairs, virus and malware removal, computer installations, and hardware and software upgrades. Good verbal and written communication skills are required to properly document work, report problems to management, and discuss issues and repairs with customers.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Repair/upgrade a variety of standard personal computer systems and a variety of computer software.
- Remove software or viruses as needed/instructed.
- Work on computer either in-house or on-site.
- Communicate verbally and in writing between customers/visitors and relevant staff. Interpret and respond clearly and effectively to spoken requests over the phone or in person, and to verbal or written instructions.
- Establish and maintain effective working relationships with co-workers, supervisors and the general public.
- Type and word-process various documents and electronic information.
- Arrange and participate in meetings, conferences and team activities.
- Perform duties in an efficient, professional and courteous manner.
- May perform incidental office tasks such as answering phone; scheduling appointments; maintaining calendar; screening calls/visitors; cleaning; preparing forms; preparing and assembling presentation materials.
- Perform retail tasks including sales, processing credit cards, open/closing of office and counting back cash.
- Provide own transportation to and from office and to be on-time.
- Other duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Works autonomously but under supervision of Manager. Some opportunity to vary work steps and in deciding appropriate procedures, guidelines and methods to apply exists. Supervised less closely during execution, but end results are still reviewed.

EDUCATION REQUIREMENTS

- 1) High school diploma or equivalent.
- 2) Trade School or College degree in related field.

KNOWLEDGE, SKILLS, AND ABILITIES REQUIREMENTS

This position is found in multiple departments and may require any combination of the following knowledge, skills and abilities:

Office Machines & Technology:

Operate all of the following office machines/equipment:

- Computers/printers
- Application software: Windows Operating systems, Microsoft Office, etc.
- Photocopier and Fax machine
- Point of Sale equipment like bar code scanners and cash drawers.

Computer knowledge:

Capable of the following tasks:

- Installation of Windows Operating systems
- Installation of drivers for hardware devices
- Backup files via a network, optical device or USB mass storage device
- Removal of viruses using various removal tools
- Installation of various software application packages
- Installation and removal of Hard disk drives and optical drives
- Installation and removal of expansion interface cards (video, IO, USB cards, etc)
- Installation and removal of motherboard components (processors, CMOS battery, etc.)
- Installation and removal of power supplies
- Troubleshoot hardware and software problems.
- Setup and configuration of network cards and devices
- Configuration of windows operating system components (power settings, internet, etc.)

Scope, Complexity and Judgment

Familiarity with the terminology and operations of computers and networks. Emphasis is on short-term, quick turnaround activities.

Work involves multiple related steps or processes that, although they are usually prescribed, vary in nature and sequence. Selects appropriate action/response from a variety of options. Ability to multi-task is essential.

Decision Making

Makes decisions on what needs to be done based on established guidelines, but which need to be adapted for varying situations. The supervisor provides guidance as to selection of proper procedures to follow and assures that the work is accurate and in compliance with instructions and established procedures.

Abilities

- Read/write sufficient to file, proof and edit routine office correspondence, reports and forms.
- Perform arithmetic calculations (addition, subtraction, multiplication, division).
- Establish and maintain effective working relationships as required by specific job duties.
- Apply moderately complex oral or written instructions/guidelines to varied situations.
- Act independently and know when to refer situations to higher level of authority.
- Maintain confidentiality of working information.
- Apply existing procedures to similar situations.
- Demonstrate PC proficiency sufficient to effectively perform job duties.
- Understand and apply the functionality associated with application software to perform job duties.
- Drive a motor vehicle and have a valid driver license.

Physical Demands

The physical demands and work environment described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

Work involves walking, talking, hearing, using hands to handle or operate objects, tools, or controls, and reaching with hands and arms. Vision abilities required by this job include close vision and the ability to adjust focus.

The employee may be required to push, pull, lift, and/or carry up to 40 pounds.

Hiring Protocol

This position will be a part time position between 20-28 hours a week and may include Saturday's but not Sundays. There is a 30-day evaluation period. Salary range of this position is \$9.50-11.50/hour based on previous pertinent experience. This is an entry level position.

Advancement opportunities available.
