

## **Franktronics, Inc.**

### **Computer Technician, Tier 1**

<b>JOB TITLE:</b>	<b>Computer Technician</b>	<b>JOB FAMILY:</b>	<b>Technical</b>
<b>JOB TYPE:</b>	<b>Full Time</b>	<b>EEO CODE:</b>	<b>Tier 1 Technician</b>
		<b>EFFECTIVE DATE:</b>	June 2022

#### **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. The goal is to properly document work being done on computers and report problems to management.

#### **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.
- Perform 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**

Work autonomously most of the time. 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 AND EXPERIENCE REQUIREMENTS**

High school diploma and Formal computer training or equivalent combination of education and experience.

## **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:**

Operates some or all of the following office machines/equipment:

- PC/printer
- Application software: Windows Operating systems, Microsoft Office, etc.
- Adding machine/calculator, Photocopier and Fax machine
- Office phone system
- 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 system board 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.)
- Setup email clients on various platforms

## **Requirements**

- Thorough knowledge of computer systems and IT components
- Good knowledge of internet security and data privacy principles
- Excellent troubleshooting skills
- Very good communication abilities
- Exceptional organizing and time-management skills
- Relevant certifications (e.g. CompTIA A+) will be an advantage
- Reliable personal transportation
- Ability to work on Saturdays, Sundays not required.

## **Scope, Complexity and Judgment**

Familiarity with computer terminology and operations. 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.

## **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. Must have the ability to climb stairs and ladders as well as maintain balance.

The employee may be required to push, pull, lift, and/or carry up to 50 pounds.

## **Hiring Protocol**

To be considered for hire you must completely fill out a Franktronics Application and submit with your resume.

Successful applications may have a phone interview followed up by a physical interview at Franktronics. After two-month employment you will be evaluated.

Annual evaluations are given.

Per code of Virginia, Section 2.2-4312, Franktronics is a Drug-Free Workplace.

Per code of Virginia, Section 2.2-4311, Franktronics will not discriminate against any employee or applicant for employment because of race, religion, color, sex, national origin, age or sexual orientation.

Successful applicants must agree to a criminal history check, driving record check and random drug testing as deemed necessary by management.

Two positions are available

Part-Time position requiring education, but no experience is 20-28 hrs a week with a salary range of \$10-\$13/hr.

Full-time position requires education and some experience.

Salary for this position is \$13-16/hr. based on knowledge and experience.

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