



COMPUTER SUPPORT TECHNICIAN

Responsible for planning, installing, maintaining and troubleshooting desktop workstations and related hardware and software. Independent judgment and dedication are necessary to accomplish tasks in a timely fashion and a high degree of coordination must be maintained with other administrators, managers, operations personnel, vendors and customers.

This is a floating position and may be reassigned to any IT position within the organization.

Responsibilities and tasks outlined in this document are not exhaustive and may change as determined by the needs of the Authority.

- Perform all tasks related to computer diagnosis, problem determination and service restoration for issues related to desktops, laptops and mobile devices.
- Perform hardware and operating system upgrades to ensure reliable equipment operation.
- Install computers and peripherals to include internal components and software.
- Maintain incidents through a web-based help desk system.
- Respond to all telephone support calls.
- Train users in the proper operation of equipment and applications.
- Recommend purchases to enhance user's productivity.
- Compile and update operational manuals.
- Manage hardware and software inventories.
- Manage printers.
- Maintain content on the company's website.
- Monitor current network and computer system configurations and performance; create technical reports, recommendations and solutions to meet short and long-range goals.
- Participate in implementation of security controls for workstations and network.
- Support the rest of the IT department in numerous projects and contribute to high standards and performance of the department.
- Must utilize safety equipment provided by the Authority, follow all safety rules and notify supervisor of unsafe equipment, missing safety equipment or unsafe working conditions.
- Must always be safety conscious and use good judgement in performing job tasks.

Minimum qualifications:

- Valid Florida Driver's License.
- Thorough knowledge of desktop computers to include the inner workings of internal components.
- Knowledge of LAN/Server operating system software.
- Considerable knowledge of network data communications and computer system diagnostic aids and tools and the ability to isolate and resolve hardware and software problems.
- Knowledge of general networking concepts including connectivity, protocols, security, recovery and diagnostics.
- Knowledge of network security management, access and authentication, data integrity, business recovery, operating environment requirements and physical security.
- Considerable knowledge of office automation software products.
- Knowledge of console tools for remote access, hardware and software inventory.
- Ability to prepare complex documents, compose letters, memoranda and office manuals.
- Ability to make decisions in accordance with departmental rules, regulations and policies.
- Ability to establish and maintain effective working relationships with employees and the public.
- Knowledge of the overall functions and operations of the unit to which assigned.
- Any equivalent combination of education, experience and training may be considered.

Preferred Qualifications

- Graduation from a four-year college, preferable with a degree in Information Systems.
- IT certifications are preferred but not required.

Hourly range (PG 56): \$22.26 to \$36.52

Outside Hire Starting Pay Range: \$22.26 to \$29.39 hourly depending on qualifications.

Closing date: Open until filled.

Excellent benefits to include employer paid health, dental, life, short & long term disability and retirement.

To obtain a job application, please visit the Seacoast Utility Authority website at <http://www.sua.com/hr-careers/career-opportunities>

Please submit your application to:

Seacoast Utility Authority
Human Resources Department
4200 Hood Rd
Palm Beach Gardens, FL 33410
E-Mail: HR@sua.com
Phone: 561-656-2258