



## 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](mailto:HR@sua.com)  
Phone: 561-656-2258