

Job Description

Revision Date:

Job Title: PC Technician/IT Intern

Department: Information Technology

Classification: Exempt (Salaried) Non-Exempt (Hourly) Non-Exempt (Hourly)

Summary of Position

Information Technology equipment support for MMI Departments and End users.

Essential Functions

- Ensure issues and requests for Information Technology support are being handled in a timely manner.
- Day to Day Support of Office Equipment.
- Work directly with equipment vendors on pricing, quoting, and delivery of approved expenditures.
- Track, Build, and Maintain Personal Computers and Notebooks.
- Track desktop application licenses.
- Windows setup and software installation.
- Installation of MMI applications including ERP, CAD/CAM, etc.
- Maintain networking equipment.
- Maintain Printers, Handheld Scanners, and other devices.
- Configure and maintain IT equipment used by all departments.
- Telecommunication support and maintenance.
- Development of new work instructions as needed.
- Update / Maintain work instructions to support MMI's changing environment.
- Remote Support for off-site locations.
- Direct contact with all company employees.
- Windows Server Administration.
- Support Backup Policies and Procedures.
- Other duties assigned by manager

Responsibility for Quality

- Ensure proper access to applicable systems and network for all employees.
- Maintain appropriate user security roles and access to MMI data.
- Ensure networking equipment and hardware is properly installed and configured with MMI network guidelines.

Job Description

Level of Authority

- To purchase software and information technology for the organization based upon approved budgets.
- To access all IT systems.
- To add or delete individuals from our network.

Qualifications

- Associate Degree or equivalent experience, and 1-2 years related experience. Current students working on their Bachelor Degree in a related field. Consideration will be given to a high school graduate with exceptional skills.
- Ability to lift 50lbs
- 2 plus years PC technical experience
- Microsoft Networking experience
- Thorough knowledge of PC hardware, Windows Operating Systems, Microsoft Office. Strong communication skills, ability to meet demands in a fast-paced dynamic work environment & ability to maintain composure under pressure.

Level of Procedures, precedents, or instructions established for this position:

- Written or established procedures exist for this position
- General procedures or guidelines exist for this position and precedents are established
- Procedures, precedents and instructions are limited for this position
- Procedures, precedents and instructions do not exist for this position

Level of Direct Supervision provided to this position

- Direct daily supervision is given or is readily available.
- General guidance is given and work is periodically checked.
- Minimal direction is given and work is infrequently checked.

Level of Supervisor Responsibility Assigned to this position

- This position has no supervisory responsibility
- Provides guidance, leadership or training to other personnel without supervising
- Responsible for supervising non-exempt, clerical or office administrative personnel
- Responsible for supervising exempt, professional or technical personnel
- Responsible for supervising supervisory/managerial personnel

Approximate number of employees responsible for: 0

Job Description

Working Conditions Applicable to this Position

- Working in an office environment with florescent lighting in a cubical with occasional limited time in the manufacturing environment.
- Working in an office environment with florescent lighting in a cubical with approximately 25% of the time on the manufacturing environment.
- Working in an office environment with florescent lighting in a cubical with approximately 50% of the time on the manufacturing environment.
- Manufacturing environment, requiring standing in excess of 7.5 hours per day in an environment that may be hot, noisy and dirty.

Physical Effort Expected in this position (Check & Explain)

- Minimal
- Occasional
- Moderate
- Substantial

Sensory Attention Expected of this Position (Check & Explain)

- Minimal
- Occasional
- Moderate
- Substantial