

## JOB DESCRIPTION

POSITION IDENTIFICATION		FUNCTIONAL RELATIONSHIPS	
<b>Job Title:</b>	<b>IT Support Technician (South)</b>	<b>Direct Reports:</b>	
<b>Reports to:</b>	Network Administrator	<b>Internal Contacts:</b>	SLASPA Employees
<b>Department:</b>	Information Systems	<b>External Contacts:</b>	SLASPA Stakeholders
<b>Classification</b>	Grade 7	<b>Revised</b>	June 2026

### **JOB SUMMARY:**

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The job holder will provide technical support to end-users, assist with hardware and software maintenance, and contribute to various IT projects in the southern division.

### **DUTIES AND RESPONSIBILITIES**

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1. Provides technical support to end-users via phone, email, and in-person
2. Troubleshoots and resolves hardware, software, and network issues
3. Installs, configures, and maintains computer systems and peripheral devices
4. Assists with the setup and deployment of new hardware and software
5. Performs routine maintenance and updates on IT equipment and systems
6. Documents and tracks issues, resolutions, and changes using a ticketing system
7. Assists with IT inventory management, including tracking and ordering equipment
8. Assists with IT inventory disposal.
9. Supports IT team with various projects and initiatives as needed
10. Performs other related duties as assigned by the supervisor from time to time.

### **QUALIFICATIONS AND EXPERIENCE**

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- Associate’s degree in information technology, Computer Science, or related field plus two (2) years in an IT Technician or IT Helpdesk role.
- CompTIA A+ certification or similar certification
- Knowledge of basic scripting and automation tools
- Understanding of cybersecurity best practices

**KNOWLEDGE, SKILLS AND ABILITIES**

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- Demonstrates a high level of confidentiality, competency and professionalism at all times
- Excellent interpersonal and communication skills.
- Active listening skills.
- Ability to be flexible with work assignments.
- Ability to use one's initiative and be proactive.
- Basic understanding of computer hardware, software, and networking concepts
- Proficiency with technological innovative tools
- Eagerness to learn and adapt to new technologies and systems
- Sound problem-solving and troubleshooting skills
- Ability to work independently and as part of a team

**SIGNATURE**

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I confirm that the requirements of this job description were discussed with me and I understand what is expected of me.

Employee's Name : \_\_\_\_\_

Employee's Signature : \_\_\_\_\_

Date : \_\_\_\_\_