



## PC and Help Desk Technician

---

### **SUMMARY:**

Installs, repairs and troubleshoots hardware and software issues for computers in the office. Troubleshooting and assistance is provided over the phone to field agents concerning their computers or with the company provided software/services.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following. Other duties may be assigned.

- Sets up new PC systems.
- Upgrades PC systems.
- Installs, maintains and troubleshoots software.
- Diagnoses problems with computers.
- Replaces malfunctioning parts.
- Provides troubleshooting assistance in person or over the phone to users.
- Maintains and services networks, printers, scanners and other computer peripherals.
- Conducts Company business in accordance with all applicable laws, regulations and contractual obligations. Behaves ethically and with integrity and always follows the principles of the Compliance Program when making business decisions. Compliance with this program is a condition of employment for every American-Amicable employee.

### **EDUCATION, WORK EXPERIENCE and TRAINING REQUIREMENTS:**

- High school diploma or general education degree (GED).
- Post-secondary or vocational education in computer operations preferred.
- At least two years of experience in an IT help-desk position.
- Experience in operating basic computer and peripheral equipment.

**REQUIREMENTS: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.**

- A friendly, positive, learning-oriented attitude.
- Working knowledge of most office equipment.
- Good communication skills are essential, as this is one of the professions that involves a high level of interaction with different end users.

**WORKING CONDITIONS, PHYSICAL and MENTAL REQUIREMENTS: The working conditions, physical and mental requirements described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations**

**may be made to enable individuals with disabilities to perform the essential functions.**

Work is sedentary in nature and is performed in a traditional office environment with cubicles. Typically, the incumbent will sit comfortably while performing the work, with some walking, standing, bending and carrying of light items, such as papers, books, and files. Other physical demands in performing the essential functions of this position include: digital dexterity, hearing, seeing, and talking. Mental requirements include, but are not limited to, the ability to concentrate, take initiative, cope with stress, adapt, and stay alert in a business environment.

**Note:** This job description reflects a summary of the job and does not prescribe or restrict the responsibilities that may be assigned. This job description is subject to change at any time.