

**MESSA is deeply committed to diversity and inclusion in its hiring practices. We are an affirmative action, equal opportunity employer. People of color, women, and members of other historically marginalized social identity groups are encouraged to apply.**

**MS 29-23-24**

**DATE OF POSTING:** April 23, 2024

**TERMINATION DATE FOR APPLICATION:** April 30, 2024

**POSITION:** **Computer Support Technician**

**COMPENSATION/BENEFITS:** Per SSA Contract  
Grade G

**STAFF RELATIONSHIP:** Responsible to Stephen Webb, IT  
Service Desk & End User  
Technology Manager

**EMPLOYMENT DATE:** As soon as possible

**SEND APPLICATION AND RESUME TO:** **Human Resources Department**  
Michigan Education Association  
1350 Kendale Blvd., P.O. Box 2573  
East Lansing, MI 48826-2573  
(517) 337-5454 (fax)  
[jobpostings@mea.org](mailto:jobpostings@mea.org)

**BASIC PERFORMANCE EXPECTATIONS:**

This is a technical position with responsibility for receiving, inventorying, preparing, installing, testing, and maintaining personal computer related products and network hardware, as well as some software. This work requires daily contact with computer users and often requires travel to offices located throughout the state. The ability to quickly diagnose and solve problems with computer equipment in pressure situations is critical. Keeping maintenance logs and other records is required.

This job requires the ability to establish and maintain effective working relationships with staff, management and third-party vendors and consultants. The position requires keeping up with new developments in relation to end user technology, particularly as they affect the role of Computer Support Technician. Day-to-day activities include heavy interaction with end-users and working with other ITSS groups.

## **ASSIGNED DUTIES:**

Evaluate and test prospective computer hardware and software products.

Deploy and test computer products and images using Microsoft Intune and Microsoft Deployment tools.

Maintain and support conferencing equipment and technologies including Zoom and Microsoft Teams at both Headquarters and Field Offices.

Implement remote office builds and moves, including but not limited to, layouts and installations. Maintain network configurations for remote offices, which may include laptops, desktops, tablets, conferencing equipment, printers, cabling, televisions, and other network resources.

Work with other ITSS staff to maintain configuration of routers, switches and security devices.

Process computer products received including tagging and entering information into inventory files.

Work with vendors and consultants to repair and replace all major hardware components in computer related products.

Assist in the diagnosis and resolution of end user applications and network support problems.

Work with other support staff in the development and maintenance of a knowledge database of support questions and answers.

Maintain a current level of understanding on technology as it pertains to new technologies. Read trade journals, attend user group meetings, special seminars, training and classes provided by various organizations.

Perform limited initial training of individuals on the use of installed computer product.

Do preventative maintenance on computer and network products.

Perform other job-related duties as assigned from time to time.

## **MINIMUM REQUIREMENTS:**

Associate degree in an IT related field with one year of technical repair experience or graduation from a standard high school or vocational school and three years of technical repair experience.

One year experience with Microsoft or compatible personal computers and associated peripherals.

Working knowledge of desktop applications and networks currently used at MEA, MESSA and MEAFS.

Experience and training which provide the following abilities, skills, and knowledge:

- Physical ability to climb, crawl, work on ladders, carry fairly heavy equipment, work in cold or hot locations, and other physical job-site requirements as needed;
- Ability to install, configure, and maintain various software related packages for end users;
- Maintain an understanding of the workings of networks, shared devices, and connectivity of personal computers or networks to host computer;
- Ability to prepare cables and maintain other peripherals using a variety of computer related equipment and technologies;
- Ability to function with minimal supervision;
- Ability to apply judgement and problem solving skills in changing conditions;
- A valid driver's license;
- Ability to travel which may involve a number of consecutive overnights out of town;
- Ability to operate a personal computer and common office equipment; and
- Ability to communicate tactfully, courteously, and effectively.

November 28, 2022