

Perform Air International Inc.
Section VI - Attachments
Att 59.03 Job Description

Revision	Revision Date	Revision Change
N/I	02/08/2010	Initial Release
1	07/30/2012	Revised for consistency
2	02/07/2014	Revised Immediate Supervisor and Department Manager. Minor changes in Duties, Responsibilities and Authority.
3	03/31/2015	Revised Department Manager.
4	07/31/2017	Revision throughout.
5	01/31/2019	Revision to Grade Level, Immediate Supervisor and addition of Division Manager.
6	07/31/2021	Revision to Title in Division Manager & Duties, Responsibilities and Authority
7	10/31/2021	Revision to Grade Level
8	12/29/2023	Revision to Division Manager
9	09/26/2024	Revision to Qualifications
10	12/01/2024	Revision to remove "fax"

Position Title: Technical Support Technician II

Grade Level: 15-1232-06

Exemption Status: Non-Exempt

Division: Information Systems & Technology

Department: Information Technology

Division Manager: Director of Information Technology

Department Manager: Information Technology Manager

Immediate Supervisor: Information Technology Manager

Duties, Responsibilities and Authority:

This position reports to the Information Technology Manager and is responsible for supporting all software and hardware at Perform Air International Inc. This includes operating systems, applications, web applications, software drivers, computers, phone systems, copiers, etc.

This position is responsible for installing and upgrading operating systems, and business software. This position is also responsible for assembling and repairing computer systems. This position is responsible for deploying computers, computer accessories and phones. This position is responsible for troubleshooting low and moderate complexity technical issues across software and hardware, with little supervision and direction, and high complexity issues with supervision and direction.

This position must be able to lift 20 pounds routinely and 40 pounds occasionally. This position can be full or part-time and is at the discretion of the Director of Information Technology. The Information Technology Manager may assign additional responsibilities of this position at any time.

Qualifications:

Education: High School diploma, or equivalent, and A+ certification, as well as one of the following.

Experience: One year experience in a Computer Support Technician position.

Training: Documented training records of at least 50 hours.