



## **Vacancy Announcement**

**DATE:** July 21, 2016

**TO:** All Qualified Applicants

**FROM:** Human Resources

**RE:** PC Support Technician I

**CLOSING DATE:** Open Until Filled

**This is a recruitment for a PC Support Technician I. This position will be located in Anchorage, AK. This is a full time, benefit-eligible position with schedule to be determined.**

**MINIMUM QUALIFICATIONS:** High School Diploma required. Two years college in computer/IT curriculum desired. Detail oriented with the ability to prioritize multiple tasks. Must be able to work with minimal supervision in a public setting with multiple employees and distractions. Continuing education commensurate with maintaining industry knowledge in the technology field sufficient to meet the needs of the job requirements. Recent computer network work experience in Windows domains running server 2008, 2012 and Windows 7 and 10 desktops is required. Familiarity with open source operating systems such as Linux or BSD is desired.

**MINIMUM REQUIREMENTS:** Perform routine tasks to maintain computer equipment and other peripherals. Work under immediate supervision of the Manager of IT. Provide support to end users on a variety of issues. Maintain, analyze, troubleshoot, and repair computer systems, hardware and computer peripherals in Anchorage and remote network locations.

**Document, maintain, upgrade or replace hardware and software systems. Observe peripheral equipment and error messages displayed on monitor of terminal to detect faulty output or machine stoppage. Rely on instructions and pre-established guidelines to perform the functions of the job. Must be able to quickly learn new technologies and software either through hands on experience or in classroom training.**

**Provides direct support to SABRE network users in analyzing computer system and network related problems. Answer staff questions in person and via phone on all company supported applications. Troubleshoot computer problems. Determine source of computer problems (hardware, software, user access, etc.). Advise staff on appropriate action. Serve**

**as liaison between staff and the MIS/IT department to resolve issues. Work one-on-one with staff of application projects. Provide recommendations on company application purchases. Document resolutions for future reference. Perform hardware and software installations. Provide computer orientation to new company staff. Supports and maintains user account information including rights, security and systems groups. Must be able to pass TSA background check and be able to lift up to 50 pounds. Must be able to travel to rural Alaska locations. Other duties as assigned and appropriate within the scope of this role.**

**ALL INTERESTED INTERNAL APPLICANTS ARE ENCOURAGED TO SUBMIT A COMPLETED EMPLOYMENT APPLICATION TO Ravn Air Group, Human Resources, 4700 Old International Airport Road, Anchorage, AK Fax 266-8401. NO PHONE CALLS PLEASE.**

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