

## MBT JOB DESCRIPTION

---

**POSITION: Systems Technician - MHCC**  
**SUPERVISOR: Director of Operations**

**CLASSIFICATION: Exempt**  
**Revised On: February 2019**

---

### POSITION SUMMARY:

The on-site Systems Technician works to support IT systems at the company client site. Systems Technicians will be expected to provide quality support for MBT's client by performing the duties listed below. Systems Technicians will seek assistance from more senior staff, as needed, to facilitate their training and development. Systems Technicians do not make direct recommendations to Management for upgrades and systems enhancements, and are not final decision makers. Systems Technicians are not required to perform complex design work, and under normal circumstances will not work independently on major installations at the client site without the involvement of other staff and/or technical management. Systems Technicians do not supervise other technical staff, although they may assume responsibility for supervising interns. This is an entry level position.

### DUTIES:

- Provides IT support services to company's client on site, documents and coordinates technical implementation and support services.
- Acts as contact and support person for client as assigned by the Director/Manager.
- Communicates client requirements with Director/Manager and other staff, provide assistance in the implementation and documentation of these requirements.
- Maintains systems in close coordination with Director/Manager and client staff.
- Communicates regularly with Director/Manager and other technical staff to perform job duties.
- Assists with the daily operation of the systems and networked applications ensuring that all systems are operating at proper levels.
- Acts as a member of the IT team to support services provided by the operations group.
- Works at client site with supervision and/or daily management.
- Provide on-call support for information systems on a rotation determined by the Director/Manager, if required.
- Provides remote support via phone and other remote tools if needed to client's remote sites.
- Acts as a client facing resource for MBT and will be required to act in a professional manner. This includes having a welcoming personality for end users to feel welcome to share their IT issues.
- Other duties as assigned.

### GUIDELINES FOR QUALIFICATIONS:

- Associate's or Bachelor's degree in computer science or a related field.
- Entry level certifications in relevant specialties

- Other factors deemed relevant and appropriate to job requirements will be considered.

---

Approved By

Date

---

Employee

Date