POSITION DESCRIPTION

Position: Hardware Support Associate

Department: Information Systems

Reports to: Networking & Hardware Manager and Director of Infrastructure

General Purpose

To install and maintain hardware and software on devices, including LAN and WAN attached devices. End user support for all Von Maur systems.

Principal Duties and Responsibilities

- Installs, configures, and tests hardware and software on devices, including connectivity to the AS/400 and to the Internet. Tracks all activity through the help desk software.

- Configures and installs remote devices in a WAN environment with remote access to the AS/400 using Client Access and to the LAN for e-mail, Internet and file sharing.

- Configures and installs other LAN attached devices, including time clocks, workstation controllers, and specialized printers.

- Completes routine software/database upgrades.

- Provides service to end users as needed; showing technical aptitude and problem solving ability.

- Maintains, enforces, and abides by established network security and confidentiality policies.

- Trains all users on devices. Includes general use information related to file locations, mapped drives, application settings and defaults, e-mail and Internet access.

- Alerts manager if trends are noticed in issues based off of documentation.

- Assists with any special projects as requested by Information Systems Management. Recognizes and responds to task priority changes.

- Supports companywide communications through all channels. This would include e-mail, interoffice mail, memos, voice mail, and verbal.

- Maintains hardware and software license records.

- Completes projects in a timely and accurate manner; demonstrating a good understanding of assigned tasks.
- Provides coverage for the help desk and department operation functions when necessary.
- Assists with various data entry duties as necessary.
- Completes all necessary paperwork in a timely and accurate manner.
- Acts as a member of the department team, and projects a positive and friendly attitude.
- Attends department meetings.
- Handles current responsibility well with minimal supervision, and seeks or accepts additional responsibility.
- Conforms to dress code; presents a neat and professional appearance.
- Maintains a good attendance record, and is rarely tardy. Available for work as requested, including overtime as needed.
- Abides by all Von Maur policies and procedures.

**Special Projects**

As assigned by Information Systems Management.

**Physical Demands**

- Performs most duties sitting with occasional standing, and walking, up to 8 hours daily.
- Sees, hears, speaks, and writes to communicate with Von Maur Center and store personnel, Management, and hardware and software service suppliers.
- Types on computer keyboard to complete most tasks daily.
- Grasps telephone, and dials numbers as needed.
- Occasionally lifts and carries up to 40 pound terminals, printers, displays, etc., as required during maintenance and installations.
- Occasionally lifts and carries approximately 40 pound boxes of computer paper or special forms when loading printers and other machinery with supplies as needed.

*These essential physical functions identify the major physical requirements of the job. They are not an exhaustive list of all job requirements. An employee may be called upon to perform physical actions not specifically identified in this job description.*
**Cognitive Demands**

**General Educational Development**

Reasoning: Solves problems with several abstract and concrete variables, using logical thinking.

- Demonstrates time management and organizational skills to complete tasks in a timely manner.
- Understands instructions, and then works independently.
- Operates necessary software and hardware and monitors for malfunctions.
- Locates sources of system and communication problems, and takes necessary steps to solve problems as needed.
- Prioritizes tasks and follows through on projects; meets deadlines.
- Demonstrates the ability to make sound judgments and decisions.

Mathematics: Adds, subtracts, multiplies, and divides all units of measure.

- Performs any other arithmetic operation needed to complete tasks.

Language: Communicates well with Von Maur Center and store personnel, Management, and hardware and software service suppliers.

- Composes original correspondence.
- Documents systems and applications accurately.

**Aptitudes**

1. GENERAL LEARNING ABILITY - Understands instructions, can reason and make independent judgments.

2. VERBAL APTITUDE - Understands the meaning of words. Knows how to use language effectively.

3. NUMERICAL APTITUDE - Performs arithmetic operations quickly and accurately.

4. FORM PERCEPTION - Perceives pertinent detail in objects, or in pictorial or graphic material.

5. CLERICAL PERCEPTION - Perceives detail in verbal or tabular material. Spots errors in printouts or in new data. Avoids perceptual errors when entering data into the computer system.
Temperaments
- Deals well with people.
- Maintains a positive attitude.
- Makes judgments and decisions.
- Works under specific guidelines.
- Attains precise goals and standards.
- Performs repetitive tasks.
- Performs effectively under stress.
- Demonstrates flexibility and adapts well to change.
- Functions effectively with occasional supervision.
- Motivates himself or herself to perform well – individually and as a team member.

Work Environment
- Work is performed in the Information Systems office, located at the Von Maur Center. Works in Information Systems office and equipment areas.
- May work several hours before or after regular office hours, or on weekends as store schedules and workload demand.
- Noise level varies with the amount of printing activity in the equipment area. Office area is less noisy than the equipment area.
- Temperature and humidity are closely controlled, according to the hardware specifications.
- Environment is fast-paced, occasionally stressful.

Equipment
- Mainframe is an IBM System I (AS/400). Enters data and commands from a workstation, including a keyboard and monitor.
- Uses a PC for spreadsheets, word processing and other applications.
- Uses a computer workstation to monitor production systems.
- Communicates with end users through a variety of means, including e-mail, telephone and voice mail.
- Writes and reads data tapes on a tape drive.
- Prints reports, credit card statements, and other forms on computer printers.
- Uses additional machines for further report and other printout processing. These machines include a decollators, form separator, credit card printer, checking printing, signing and folding machines.
- Monitors voice/data communication equipment.
- Generates reports on printers as needed.
- Uses all materials to supply and maintain equipment.
- Uses various reference materials for research or problem solving as needed.

**Preferred Qualifications**

- Associates degree in a technical course of study.
- Proven work history with experience working in a technical environment.
- Functional knowledge of desktop PCs, operating systems, software, and basic networking.

*These essential job functions identify the major requirements of the job. They are not an exhaustive list of all job requirements. An employee may be called upon to perform job tasks involving physical and cognitive skills, or other skills and knowledge not specifically identified in this job description. An employee may perform job tasks in other work environments, or using equipment, supplies, and materials not specifically identified in this job description. This job description constitutes a good faith effort to describe essential job functions accurately and completely.*

Revised 09/13