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# Example of Junior Technician Job Description

Our company is growing rapidly and is looking to fill the role of junior technician. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

## Responsibilities for junior technician

* Travel to offsite locations as required
* Carry government furnished (GFE) Mobile Email Device to respond to technical issues that are time sensitive during core hours
* Assist the Customer Support staff to resolve a variety of IT problems and provide preventive solutions
* Develop Knowledge Base (KB) articles and Standard Operating Procedures (SOP) for GSC and local Help Desk
* The contractor is required to operate the Help Desk whose operations are from 0600 to 1800 five (5) days per week, Monday - Friday
* Support the Information Assurance staff with accomplishing Information Assurance Vulnerability Assessment (IAVA) compliance as identified by Government staff for decentralized and central systems
* Document work in current work ticketing systems, update status of open ticket on a weekly basis, resolve tickets on work completed, update pending ticket based on estimated completion date
* Provide services for TAMC in-processing/out-processing activities involving IT
* Work with Information Assurance (IA) and Systems Engineering branches to insure in- processing/out processing procedures are in compliance with policies and technical controls
* Provide services for the loan-out equipment closet by tracking equipment, notifying users when equipment is delinquent, and report items that are broken or lost

## Qualifications for junior technician

* Experience with Active Directory a huge plus
* Knowledge of basic networking principals like TCP / IP
* Attention to detail and following documented install and configuration procedures
* Able to work in a team setting with minimal supervision
* Able to handle job duties necessary to configure and deploy workstations (lifting, bending)
* Desire to see given tasks through to completion