

**MURFREESBORO**  
**ELECTRIC**  
D E P A R T M E N T  
INTEROFFICE MEMORANDUM

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TO: IT Computer Technician/Intern Applicants

FROM: Human Resources Department

DATE: May 13, 2019

RE: Instructions for Completion of Job Application

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1. Please review entire job description thoroughly before completing job application to ensure that you meet all qualifications.
2. Fill in All blanks when completing an application Do not use “see resume” for the answer to any question.
3. If a question does not apply, you may answer NONE, N/A, or Not Applicable.
4. You may include a resume with completed application. MED will not accept letters of recommendation, certificates, photographs, etc., with application. Any of these items received by MED will be returned to the applicant; however, you may provide these items to your interviewer should you be called in for an interview.
5. Interested applicants should return completed application to Human Resources **as soon as possible, but no later than Wednesday, May 22, 2019 by 4:00 p.m.**



**MURFREESBORO ELECTRIC DEPARTMENT  
invites applications for the position of:  
COMPUTER TECHNICIAN  
INTERN**

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Salary Range: \$13.00 per hour part-time approximately 15-20 hours per week during school  
May be approved to work 40 hours per week during summer and school breaks.

Opening Date: May 13, 2019      Closing Date: May 22, 2019

**Submit completed application and resume to Gena Dix, Dir. of HR at [GDix@medtn.com](mailto:GDix@medtn.com)**

Position Summary:

Under the general supervision of the Director of IT, performs complex professional work with computer hardware, software, and network systems. Installs and supports personal computers and network operations; provides hardware and software planning and evaluation; provides problem solving and training for end users; and ensures systems efficiency and integrity. Provides research and support for new technologies.

This position is classified as Non-Exempt for the purpose of the Fair Labor Standards Act.

Purpose:

- Provide technical assistance and resolution as necessary
- Set up new computer systems and perform routine maintenance
- Maintain computer equipment and software to ensure secure and efficient operations
- Repair computer hardware and software as required
- Test and implement new software programs

Working Environment:

Part-time or full-time work as part of the IT team, typically indoors under good conditions, usually in the data center, and often with regular working hours. Sometimes must work irregular hours for support & delivery. Subject to sitting for long periods at computer terminal. Some limited travel for training.

Duties & Responsibilities:

- Keep systems up to date through operating systems upgrades.
- Monitor networking equipment and servers.
- Assist with the design, implementation, and ongoing support of new software and features.
- Monitor web performance, network availability, and security.
- Oversee troubleshooting for system errors.
- Provide helpdesk support for network issues.
- Provide technical support either by phone, remote access or site visits as needed.
- Respond to IT issues; hardware maintenance, software, networking, etc.
- Evaluate connectivity issues, equipment, and software.
- Modify configurations, utilities, software, etc.
- Set up equipment for new users.
- Perform data backups.

- Install and update network system improvements as needed.
- Assist with Servers, LAN/WAN technologies, computer repair/troubleshooting software, networks, virus protection, Wi-Fi technology, and more.
- Perform other duties as directed.

**JOB SPECIFICATIONS:**

- Proven experience as computer technician or similar role
- Thorough knowledge of computer systems and IT components
- Excellent troubleshooting skills
- Very good communication abilities
- Exceptional organizing and time-management skills
- BS/BA in Computer Science, engineering or relevant field preferred
- Relevant certifications (e.g. CompTIA A+) will be an advantage
- Ability to physically stand, bend, squat, and lift equipment as needed
- Ability to multitask, prioritize, and manage time efficiently.
- Goal-oriented, organized team player.

MED is an Equal Opportunity employer and a TN Drug-Free Workplace Program participant. All MED facilities and vehicles are tobacco-free.