PC TECHNICIAN

DEFINITION

To install, administer and oversee maintenance and technical support for all stand-alone and network-attached computer devices and peripheral equipment; to assist users in the use of personal computers, their operating systems, utilities and core applications; and to perform related duties and responsibilities as required.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from the Technical Services Director, Information Systems Specialist and Network Administrator.

EXAMPLES OF ESSENTIAL FUNCTIONS

Configures, installs, upgrades and maintains personal computers and related equipment.

Installs, troubleshoots and maintains PC-based software; assists users with software use and problem resolution.

Answers, logs and responds to user help calls.

Maintains and documents equipment inventory and software licensing.

Monitors PC configuration to assure compliance with County policies.

Assists in managing the County's e-mail system.

Assists in maintaining the Sheriffs Tracnet laptop application system.

Contacts and consults with hardware and software vendors for upgrades and problem resolutions.

Performs software and hardware evaluations, and makes recommendations for modification as necessary.

Facilitates repairs of damage to personal computers, and/or attached peripheral hardware.

Remains on-call as scheduled for after-hours problem responses.

Coordinates work activities with the Information Systems Specialist, Network Administrator, other divisions and departments, vendors, contractors, telecommunications companies, other agencies, etc., as necessary.

Performs general clerical work as necessary, including preparing reports and correspondence, entering and retrieving computer data, copying and filing documents, sending and receiving faxes, answering the telephone, maintaining logs and lists, etc.

EMPLOYMENT STANDARDS

Knowledge of:

Current personal computer design, hardware design, operating systems, configuration of BIOs.

Troubleshooting techniques for personal computers.

Current operating systems and software used for business applications.

Local Area Network technologies and network communications protocols.

Interface techniques between personal computers and mainframe / mid-range host systems.

Records storage and handling techniques.

Data security requirements and practices.

Modern office practices and technology.

English usage, spelling, grammar and punctuation.

Business letter and report writing techniques.

Ability to:

Interpret and apply federal, state and local laws, rules and regulations, policies and procedures pertaining to areas of responsibility.

Set work priorities, and organize and schedule work to meet deadlines.

Exercise sound independent judgment within general policy guidelines.

Learn and effectively operate computer systems and department-specific software.

Install and configure personal computers as stand-alone machines or network clients.

Troubleshoot and resolve a variety of personal computer hardware and application software problems.

Provide professional, efficient user support and assistance.

Analyze technical problems, evaluate alternatives and make sound recommendations in support of goals.

Establish and maintain effective working relationships with those contacted in the course of the work..

Maintain accurate records and prepare clear and concise documentation and reports.

Work with sensitive, confidential information as required.

Communicate clearly and concisely, both orally and in writing.

Perform work safely following all rules and regulations.

Meet the physical requirements necessary to successfully perform assigned duties.

TYPICAL WORKING C
ONDITIONS
Work is performed in a normal office environment. Tasks may involve extended periods of time at a keyboard or workstation. Worker is subject to irregular working hours on an on-call basis.

TYPICAL PHYSICAL REQUIREMENTS
This position requires the mobility to work in an office environment. Requires the ability to sit at desk for long periods of time and intermittently walk, stand, stoop, kneel, crouch and reach while performing office duties; use hands to finger, handle or feel objects, tools or controls; lift and/or move objects and materials of up to 50 pounds in weight. The person must be able to maintain effective audio-visual discrimination and perception needed for making observations, communicating with others, reading and writing, and operating office equipment. Must be able to use a telephone to communicate verbally and a keyboard to communicate through written means, to review information and enter/retrieve data, to see and read characters on a computer screen.

MINIMUM QUALIFICATIONS
Experience:
Two years of experience in the maintenance and repair of personal computers.

Education:
High school diploma or GED equivalent. Graduation from an accredited college or university with an Associate's degree in information systems, computer science, business or a closely related field.

Substitution:
Additional experience in computer programming, system maintenance and operation may be substituted for the college education on a year-for-year basis.

Additional Requirements:
Possession of a valid California driver's license.

Classes taken toward specific systems certifications are highly desirable. A+ certification desirable.

This class specification lists the major duties and requirements of the job and is not all-inclusive. Incumbents may be expected to perform job-related duties other than those contained in this document.

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