

GRADE: 42 TNE

TITLE: PC SUPPORT TECHNICIAN I
BUREAU: OFFICE OF THE CHIEF
DIVISION: INFORMATION TECHNOLOGY

REPORTS TO: NETWORK ADMINISTRATION ANALYST III - SECURITY
SUPERVISES: NONE

POSITION SUMMARY: Performs duties to assist the Department in the deployment and support of PC and network equipment utilizing Windows NT technologies.

FUNCTIONS OF THE JOB

Essential Functions

- 1) Installs and maintains personal computing hardware and terminal devices.
- 2) Installs and maintains printers, scanners, communication devices such as computer modems, and other equipment used by personal computers.
- 3) Installs and configures, to ISD and SLPD standards, desktop software and operating systems.
- 4) Identifies non-compliance issues related to software licensing or ISD hardware and software standardization and reports issues to PC Support Manger.
- 5) Inventories and assists in the movement of personal computing or terminal equipment.
- 6) Insures prompt, courteous service to users and agencies.

Marginal Functions: None Identified

Physical/Visual Activities or Demands: Physical/visual activities or demands that are commonly associated with the performance of the functions of this job.

- 1) Standing, walking, sitting, reaching, pushing, grasping, feeling, talking, hearing.
- 2) Clarity of vision at 20 inches or less and 20 feet or more with peripheral vision and the ability to bring objects into sharp focus, while reading from a computer screen.
- 3) Sedentary work – exert up to 10 pounds of force occasionally, and/or up to 5 pounds of force frequently.

Environmental/Atmospheric Conditions: Environmental and atmospheric conditions commonly associated with the performance of this job.

Normal office environment.

POSITION QUALIFICATION REQUIREMENTS

Education:

High School diploma or GED with supplementary courses in Information Technology, Computer Networking, or Desktop Software.

Experience:

1 to 3 years hands on experience supporting Windows 95/98 and Windows NT networks. Progress toward A+ or related PC support certification preferred.

Skills and Abilities: Skills and abilities, which may be representative but not inclusive of those commonly associated with this position.

- 1) Good verbal communication skills including business English.
- 2) Good time management and scheduling skills.
- 3) Works well in team environment - ability to maintain good working relationships with end-users and other ISD personnel.

Machines, Tools, Equipment and Work Aids: Machines, tools, equipment and work aids which may be representative but not all inclusive of those commonly associated with this job.

Computer, calculator, software programs, mainframe applications, telephone and fax.

License(s)/Certifications: Valid Missouri Drivers License

This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees may be required to follow other job-related instructions and to perform other job-related duties as requested, subject to all applicable state and federal laws.

Certain job functions described herein may be subject to possible modification in accordance with applicable state and federal law.

"Common associated" is not intended to mean always or only. There are different experiences that suggest other ways or circumstances where reasonable changes or accommodations are appropriate.

Original Evaluation	Revised By	Revised By	Revised By	Revised By
MG: 4/99	MG – 03/02	MG: 5/06	MG – 03/07	MG: 12/08