

**Job Summary:**

The job of Personal Computer Support Technician is done for the purpose/s of managing and maintaining the personal computers (workstations) and workstation functionality for the office. This includes installing new workstations, reassigning existing workstations and removing obsolete workstations. Workstation functionality includes (but is not limited to), email, web browsing, document processing, other business-related essentials, and support of workstation peripherals. This job coordinates with the System Analyst and Network Services Manager to assist in network and server support. This job reports status to the Director of Information Systems. This job supports and trains staff and end-users on new and/or existing workstation functions and/or changes in function.

**Essential Functions:**

- ▶ Assists with maintenance of directory structure for the purpose of keeping the internal systems operations available.
- ▶ Assists with sharing of files and printers for the purpose of facilitating efficient resource usage by office employees.
- ▶ Assists with the maintenance of email servers for the purpose of keeping electronic communications operational.
- ▶ Coordinates with staff for the purpose of smooth workstation operations and backup coverage for the office and districts.
- ▶ Implements anti-virus solution for the purpose of maintaining an un-compromised computer and network system.
- ▶ Maintains workstation security for the purpose of keeping the day-to-day operations of the Tulare COE viable.
- ▶ Recommends equipment purchases for the purpose of augmenting and/or replacing existing hardware to keep performance levels satisfactory.
- ▶ Supports staff and end users in the usage of hardware and software for the purpose of enabling efficient and proper use of workstations and workstation functions.
- ▶ Trains staff on workstation usage for the purpose of being able to utilize any new functionality.
- ▶ Travels to county sites for the purpose of supporting workstations and desktop functionality.
- ▶ Utilizes a ticket tracking solution for the purpose of keeping current status on workstation repairs and/or enhancements requested by staff.

**Skills, Knowledge and/or Abilities Required:**

- ▶ **Skills to:**
  - maintain and foster a team spirit with fellow staff;
  - manage a wide variety of workstations and maintain optimum efficiency;
  - analyze projects to determine requirements and estimate time lines;
  - track multiple projects and keep things on task;
  - build, configure and plan existing and new workstations and peripherals;
  - troubleshoot;
  - diagnose.
- ▶ **Knowledge of:**
  - Windows workstation software;
  - email systems (internal and external);
  - Internet support systems (DNS, HTTP, etc.);
  - Internet security methods;
- ▶ **Ability to:**
  - communicate effectively over the telephone, in meetings, via video conferences, in a seminar setting or electronically;
  - establish and maintain effective working relationships with those contacted in the performance of duties;
  - introduce and train others on workstation technologies;
  - work productively in a multi-tasking environment;
  - recognize trends in the workstation and operating system industry;
  - maintain records and keep documentation up-to-date;
  - keep management apprised of issues and recommend solutions for those issues.

Responsibilities include: working under limited supervision using standardized practices and/or methods; providing information and/or advising others; and operating within a defined budget. Utilization of some resources from other work units may be required to perform the job's functions. There is some opportunity to impact the Organization's services. The usual and customary methods of performing the job's functions require the following physical demands: occasional lifting, carrying, pushing, and/or pulling; and some fine finger dexterity. Generally the job requires 85% sitting, 10% walking, and 5% standing. This job is performed in a generally clean and healthy environment.

**Education Required:**

- ▶ High school diploma.
- ▶ Associate degree and/or Vocational degree preferred.
- ▶ Two years of verifiable experience in a position providing PC support would serve in lieu of a degree.

**Experience Required:**

- ▶ Two years experience working with Windows workstations and networks.

**Certificates, Licenses, Clearances, Testing and/or Bonding required:**

- ▶ Valid California driver's license and proof of automobile insurance.
- ▶ Department of Justice and FBI Fingerprint Response.

**FLSA Status:** Non-Exempt

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This organization is an Equal Opportunity Employer and does not discriminate on the basis of race, color, national origin, creed, age, gender or disability. Inquiries regarding compliance procedures may be directed to our personnel office.

This organization complies with the Americans with Disabilities Act. Persons with a disability who may need some accommodation in the hiring process should contact our personnel office.

This organization is a Drug and Tobacco - Free Workplace

This organization requires a successful candidate to provide it with employment eligibility and verification of a legal right to work in the United States in compliance with the Immigration Reform and Control Act.