CITY OF MOORE
Job Description

PC Technician

Job Code: **6411**
Exempt: No
Department: Information Technology
Reports To: Information Technology Director
Location: City Administrative Offices
Date Prepared: February 28, 2018
Date Revised:

GENERAL DESCRIPTION OF POSITION

The PC Technician is a support position for IT-related incidents and service requests, and performs functions related to PC system support, to include PC hardware and software installation, troubleshooting, and repair. Incumbent will be responsible for the maintenance of Microsoft Windows and Mac OS desktop and notebook computers, peripherals, iPads and associated peripherals including AV equipment.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Installs PC hardware and software as needed including, but not limited to, internal components such as network cards, disk drives, controller cards, memory chips, processor chips, etc. This duty is performed daily, about 15% of the time.

2. Set up, maintain, and troubleshoot Microsoft Windows and Apple Mac OS desktop and notebook computers, tablets, mobile devices, and audio visual equipment. This duty is performed daily, about 25% of the time.

3. Maintain inventory of all hardware and software resources and parts. This duty is performed as needed, about 5% of the time.

4. Provide direct technical support including assistance in maintaining all hardware/software, and troubleshooting PC problems in a timely manner. This duty is performed daily, about 25% of the time.

5. Sets up and maintains network printers, installs or assists with adding printers to users' desktop computers. This duty is performed as needed, about 5% of the time.

6. Instructs the network and PC users on implementation procedures of new programs or changes when necessary; assists other staff in troubleshooting network and PC related problems. This duty is performed as needed, about 15% of the time.

7. Maintains the security of the network resources and network user data; insures integrity of data stored on the network file servers; insures availability of all network resources. This duty is performed as needed, about 2% of the time.

8. Maintains and upgrades professional knowledge, skills, and development by attending seminars and training programs and reading trade and professional journals and publications.

9. Works in a manner safe to the individual and other people; keeps work area clean and safe; follows safety rules and safe work practices; uses safety equipment as required.

10. Confidentiality is required upon specific notification to the employee.

11. Maintain excellent communication with all end users and other members of the IT department.

12. Performs other related work as required.

INITIATIVE AND INGENUITY

SUPERVISION RECEIVED

Under direction where a definite objective is set up and the employee plans and arranges own work, referring only unusual cases to supervisor.

PLANNING

Considerable responsibility with regard to general assignments in planning time, method, manner, and/or sequence of performance of own work; may also occasionally assist in the planning of work assignments performed by others within a limited area of operation.

DECISION MAKING

Performs work operations which permit frequent opportunity for decision-making of minor importance and also frequent opportunity for decision-making of major importance; the latter of which would affect the work operations of other employees and/or clientele to a moderate degree.

MENTAL DEMAND
Close mental demand. Operations requiring close and continuous attention for control of operations. Operations requiring intermittent direct thinking to determine or select the most applicable way of handling situations regarding the organization's administration and operations; also to determine or select material and equipment where highly variable sequences are involved.

ANALYTICAL ABILITY / PROBLEM SOLVING
Directed. Supervisory and/or professional skills using structured practices or policies and directed as to execution and review. Interpolation of learned things in moderately varied situations where reasoning and decision-making are essential.

SUPERVISORY RESPONSIBILITIES

No supervision.

RESPONSIBILITY FOR FUNDS, PROPERTY and EQUIPMENT

Occasionally responsible for organization's property where carelessness, error, or misappropriation would result in moderate damage or moderate monetary loss to the organization. The total value for the above would range from $5,000 to $150,000.

ACCURACY

Probable errors would not likely be detected until they reached another department, office or patron, and would then require considerable time and effort to correct the situation. Frequently, possibility of error that would affect the organization's prestige and relationship with the public to a limited extent, but where succeeding operations or supervision would normally preclude the possibility of a serious situation arising as a result of the error or decision.

ACCOUNTABILITY

FREEDOM TO ACT

Directed. Freedom to complete duties as defined by wide-ranging policies and precedents with mid to upper-level managerial oversight.

ANNUAL MONETARY IMPACT

The amount of annual dollars generated based on the job's essential duties / responsibilities. Examples would include direct dollar generation, departmental budget, proper handling of organization funds, expense control, and savings from new techniques or reduction in manpower.

None. Job does not create any dollar monetary impact for the organization.

IMPACT ON END RESULTS

Moderate impact. Job has a definite impact on the organization's end results. Participates with others in taking action for a department and/or total organization.

PUBLIC CONTACT

Occasional contacts with patrons on routine matters.

EMPLOYEE CONTACT

Contacts with other departments or offices and also frequently with individuals in middle level positions; consulting on problems which necessitate judgment and tact in presentation to obtain cooperation or approval of action to be taken. Also, important contacts with associates as required in advanced supervisory jobs.

USE OF MACHINES, EQUIPMENT AND/OR COMPUTERS

Regular personal computer support, technical help, and/or basic software support, database analysis, level I technician, project coordination, installation and help desk.

WORKING CONDITIONS

Periodically exposed to such elements as noise, intermittent standing, walking, occasionally pushing, carrying, or lifting; but none are present to the extent of being disagreeable.

ENVIRONMENTAL CONDITIONS

The following work environment characteristics described here are representative of those an employee encounters while performing essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

PHYSICAL ACTIVITIES

The following physical activities described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions and expectations.

Moderate diversity, moderately physical. Work activities which allow for a moderate amount of diversity in the performance of tasks which requires somewhat diversified physical demands of the employee.

While performing the functions of this job, the employee is regularly required to sit, use hands to finger, handle, or feel; frequently required to reach with hands and arms, talk or hear; and occasionally required to stand, walk, climb or balance, stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 25 pounds; frequently lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision; distance vision; color vision; peripheral vision; depth perception; and ability to adjust focus.

ADDITIONAL INFORMATION

Knowledge of:

- The operating characteristics, capabilities, limitations, and service requirements of an electronic   computer and its auxiliary equipment
- Current equipment, practices and developments in the field of medium scale electronic computer operations
- System analysis and networking techniques of an electronic computer and its peripheral equipment
- Computer applications related to the work

Ability to:

- Be flexible in working hours, depending on computer and network support task needs. May require working after normal business hours, weekends, and holidays
- Maintain mental/visual effort required due to sustained periods of concentration, working under pressure of deadlines, and continual interruptions in concentration from staff requiring assistance

- Interpret data, recognize discrepancies contained in data, and correct or determine the cause of discrepancies
- Apply technical knowledge to practical use in analyzing hardware and software, applications, design system and program specifications for a wide variety of applications; develop solutions and recommend courses of action
- Organize work, setting priorities, meeting critical deadlines, and following up assignments with a minimum of direction
- Prepare clear and concise reports, correspondence, and other written materials.
- Maintain a variety of internal and external contacts and work cooperatively with superior and subordinate staff of many departments

Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Two or more years of experience in the setup, configuration, and troubleshooting of desktop/notebook software and hardware, combined with knowledge of Windows desktops and notebooks as well as iOS devices in a network environment.

One year of experience in supporting Outlook in a Microsoft Exchange environment, AND/OR one year of experience in supporting a variety of Wi-Fi-enabled devices, is preferred.

Education:

Associate Degree in Information Technology, OR two years of college education with an emphasis on Information Technology, or completion of a two year course in Information Technology from a Vocational/Technical school.

License or Certificate:

Certification in A+ Computer repair is required.

Certification as a Microsoft Certified Professional is required.

WORKING CONDITIONS

Environmental Conditions:

Works in an office environmental where there are little or no physical discomforts associated with changes in weather or discomforts associated with noise, dust, dirt, and the like.

Physical Conditions:

Essential and marginal functions require maintaining physical condition necessary for sitting for prolonged periods of time; manual dexterity required. Must be able to perform attached essential job functions.

Employee must lift items such as supply boxes and supplies. Requires vertically transferring items weighing up to 10 pounds, and horizontally transferring items weighing up to 25 pounds.

Employee must sit at a workstation for periods of time. Requires a tolerance of seated posture for prolonged periods of time.

Employee must operate keyboard. Requires use of hands and fingers for inputting information into computer system.

Employee must view computer screen. Requires use of eyes to read computer screen continuously throughout the day.

Employee works in a City building at a workstation. Employee must tolerate working environment with inside controlled temperature.