



# LARAMIE COUNTY

## JOB DESCRIPTION

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<b>TITLE:</b>	PC Technician	<b>FLSA:</b>	Non-Exempt
<b>DEPARTMENT:</b>	Information Technology	<b>REVISED:</b>	

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**Summary:** Under close supervision, investigates and resolves users' computer software and hardware problems to enhance business continuity; provides technical support functions and system maintenance assistance.

**Essential Job Functions:** *(Essential function, as defined under the Americans with Disabilities Act, may include the following tasks, knowledge, skills and other characteristics. This list of tasks is ILLUSTRATIVE ONLY, and is not a comprehensive listing of all functions and tasks performed by positions in this class.)*

- Provides technical support, training and assistance to staff in County departments; analyzes problems and implements solutions according to IT Department procedures.
- Responds to service requests and calls for assistance; determines problem and resolves or forwards work orders to appropriate personnel; documents call records and results.
- Performs computer trouble-shooting to diagnose system problems; analyzes personal computer and peripherals' functionality; identifies, locates, resolves and repairs problems within scope of authority
- Installs, repairs, configures and upgrades user computers, Personal Digital Assistants, peripherals, laptops, communications equipment and specialty computers.
- Maintains and updates computer systems; installs software upgrades, enhancements and revised functions; documents work performed.
- Installs and relocates computers and peripheral hardware as directed; provides referral to supervisor when problems occur which are beyond the skills of the Technician, and tracks the problem until it has been resolved.
- Monitors backup systems for completion and accuracy, and performs special system backups.
- Assists in the installation of network and communications devices and components; checks physical wiring and component connectivity, and assures system safety and reliability.
- Tests software and hardware to help evaluate computer problems.
- Identifies technical problems which need to be addressed by improved policies or procedures.
- Trains users on software applications usage.
- Prepares and updates technical documentation according to policies.
- Complies with all County equipment and safety policies and procedures, and Occupational Health and Safety Administration (OSHA) rules and regulations.
- Performs other duties as assigned or required.



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### **Knowledge and Skills:**

- Knowledge of County policies and procedures.
- Knowledge of standard County applications, operating systems, and other software and hardware unique to Laramie County.
- Knowledge of the capabilities of computer hardware, software and operating systems.
- Knowledge of job related technical terminology.
- Knowledge of hardware and software troubleshooting techniques in a networked environment.
- Knowledge of techniques for installation and maintenance of network and communications hardware.
  
- Skill in using basic tools, equipment and procedures for repairing computers and component devices.
- Skill in analyzing and evaluating computer network applications, procedures and techniques.
- Skill in responding professionally, effectively and efficiently to service requests and demonstrating excellent customer service skills.
- Skill in installing, maintaining, modifying, and upgrading computer equipment and components.
- Skill in assessing and prioritizing multiple tasks, projects and demands.
- Skill in operating a personal computer utilizing a variety of software applications.
- Skill in establishing and maintaining effective working relationships with public officials, outside agencies, County staff and the general public.
- Skill in effectively communicating verbally and in writing.

### **Minimum Qualifications:**

High school diploma or GED equivalent, AND two (2) year's systems maintenance or end-user support experience; OR equivalent combination of education, training and experience; AND successful completion of a criminal history and background check.