

PC TECHNICIAN
INFORMATION TECHNOLOGY DEPARTMENT
Pulaski County

Department: Information Technology

Reports to: Director of Information Technology

Supervision Exercised: None

Supervision Received: Work is performed with minimal instruction and supervision. Employee will undergo a six month orientation period and will be evaluated at the end of the six month term. Employee will be evaluated annually thereafter.

Classification: (FLSA): Non-Exempt, Full-Time

Work Hours: Monday thru Friday, 8:00 a.m. until 4:30 p.m. Some evenings and weekend work may be required

ESSENTIAL FUNCTIONS: To install, maintain and repair computers and peripherals. This position shall also serve as an assistant to the Telecom Technician. The PC Technician also performs work as requested by the Director of Technology.

JOB REQUIREMENTS: To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable an individual with disabilities to perform the essential functions. Employee must possess a valid Virginia driver's license and successfully pass a drug test and background check.

RESPONSIBILITIES:

- Set up hardware and install and configure software and drivers
- Maintain and repair computers and peripherals
- Manage security options and software
- Perform regular upgrades to ensure systems remain updated
- Arrange maintenance sessions to discover and mend inefficiencies
- Keep records of repairs and fixes for future reference
- Offer timely technical support and teach users how to utilize computers correctly
- Work effectively and courteously with other staff employees in a team environment
- Must possess excellent oral and written communication skills
- Excellent interpersonal and negotiating skills

ADA REQUIREMENTS: Frequent bending, stooping, standing, walking, reaching and carrying items weighing up to 30 pounds on a continuous basis and up to 50 pounds occasionally. The position also requires constant use of the visual and auditory senses as well as dexterity and skills with office equipment.

KNOWLEDGE, SKILLS AND ABILITIES:

- Skills to negotiate and exchange ideas to arrive at solutions

- Ability to apply logical thinking to collect data, define principles and make determinations for problem solving
- Attention to accuracy and detail
- Exceptional organizational skills with the ability to manage simultaneous work orders
- Ability to work independently and be proactive in reporting requirements
- Must possess excellent oral and written communication skills
- Ability to work various schedules as requested and attend webinars, workshops and pursue other opportunities to promote efficiency, teamwork and growth
- Excellent interpersonal and negotiating skills
- Ability to work independently and be proactive in reporting requirements

EDUCATION AND EXPERIENCE:

- Associates Degree in Information Technology preferred
- Minimum of two years of Information Technology related experience required.

PROFESSIONALISM AND CONFIDENTIALITY:

- Understands and consistently implements all County policies and procedures
- Maintains confidentiality with all vendors and employee transactions and activities
- Shares knowledge and assists other staff with day to day activities to promote effective teamwork to accomplish the goals of the County

TRAINING AND JOB DEVELOPMENT:

- Develop and set own personal goals for acquiring new skills and job growth
- Participate in conferences, workshops, webinars, and other opportunities to maintain current awareness of County trends and for educational growth
- Works with staff to discuss and resolve problems and provide ideas for improvement
- Demonstrates initiative, commitment, and flexibility to work unpredictable hours as necessary
- Willingness for continued education and certification maintenance as required

Note: This job description is not intended to be all –inclusive. An employee will also perform other reasonably related job responsibilities as assigned by the County Administrator, department head or supervisor. Pulaski County reserves the right to revise or change job duties as the need arises. Moreover, management reserves the right to change job descriptions, job duties or working schedules based on their duty to accommodate individuals with disabilities. The job description does not constitute a written or implied contract of employment.

I have read, understand and accept the duties, standards and expectations required of this position. I hereby affirm my good faith compliance with all county policies and procedures.

Employee: _____

Date: _____