

## PC Systems Specialist

### Purpose Statement

The job of PC Systems Specialist is done for the purpose/s of performing a variety of professional duties that include providing desktop computer and enterprise system support; troubleshooting computer system hardware and software problems; performing minor microcomputer repair; assisting in maintenance of enterprise application; and assisting computer users in setting up new applications.

This job is distinguished from similar jobs by the following characteristics: This position performs professional skills at multiple sites.

This job reports to Director, Information and Technology Services

### Essential Functions

Assesses microcomputer training needs of County Office and school district staff (e.g. necessary materials for computer instructions including student guides, instructor guides, overhead slides; training classes, etc.) for the purpose of providing necessary support and instruction.

Deploys audio-visual equipment (e.g. conferences, seminars, workshops, computers, LCD projectors, televisions, etc.) for the purpose of providing conference center users with computer and multi-media equipment.

Installs microcomputers and related peripheral equipment (e.g. printers, scanners, disk drives, memory sticks, network interface cards, etc.) for the purpose of ensuring availability for use by District personnel.

Interacts with the District network for the purpose of installing, configuring and troubleshooting work stations.

Maintains a variety of manual and electronic files and/or records (e.g. permission levels, network identification, security access, licenses, work logs, etc.) for the purpose of documenting activities, providing reference and audit trails.

Maintains workstation and server functionality (e.g. install patches and/or upgrades, maintain desktop imaging, support Active Directory, etc.) for the purpose of ensuring availability of desktop and server functionality for all users.

Manages a variety of processes (e.g. school wide ticketing system, disposal of surplus PC equipment, installation and management of interactive whiteboards, etc.) for the purpose of ensuring implementation of technology processes.

Monitors the status of the District's wide area network for the purpose of ensuring availability of network files and peripheral devices.

Participates in meetings, workshops and/or trainings for the purpose of conveying and/or gathering information required to perform job functions.

Performs initial workstation computer, peripheral and server set-ups (e.g. installation, testing, configuring, assigning passwords, security clearances, imaging, etc.) for the purpose of meeting the computer processing needs of the users.

Provides assistance to the Director (e.g. preparation of administrative reports related to training, design assistance, classroom facilities development, etc.) for the purpose of supporting administrative projects and processes.

Researches software applications for the purpose of recommending standardized applications in accordance with the district's technology goals.

Responds to emergency situations for the purpose of providing necessary assistance for all IT functionality.

Responds to inquiries from a variety of district personnel for the purpose of providing support, technical advice and operational assistance.

Responds to requests for help, repairs, training, and/or upgrades, etc. by telephone, email or help desk tickets for the purpose of providing information, scheduling appointments and/or referring to alternate resources.

Troubleshoots user issues with computer workstations and servers (e.g. questions about application software, connectivity issues, peripheral malfunctions, etc.) for the purpose of providing immediate assistance to users for problem resolution.

### **Other Functions**

Assists in maintaining County Office computer equipment (e.g. performance of diagnostics on microcomputers, etc.) for the purpose of ensuring appropriate correction procedures are performed.

Performs other related duties as assigned for the purpose of ensuring the efficient and effective functioning of the work unit.

### **Job Requirements: Minimum Qualifications**

#### **Skills, Knowledge and Abilities**

SKILLS are required to perform multiple, technical tasks with a need to periodically upgrade skills in order to meet changing job conditions. Specific skill based competencies required to satisfactorily perform the functions of the job include: teaching technical topics to non-technical audiences; adhering to safety practices; planning and managing projects; gathering information to diagnose problems; and interacting with multiple site processes.

KNOWLEDGE is required to perform basic math, including calculations using fractions, percents, and/or ratios; read technical information, compose a variety of documents, and/or facilitate group discussions; and solve practical problems. Specific knowledge based competencies required to satisfactorily perform the functions of the job include: current generation and legacy computer operating and networking systems; computer hardware/network and troubleshooting techniques; network security; database management; user training principles and practices; data processing and computer networking equipment, software and systems applications, including software licensing; and operating characteristics and capabilities of computer systems in a variety of County Office and school district needs.

ABILITY is required to schedule a number of activities, meetings, and/or events; gather, collate, and/or classify data; and consider a variety of factors when using equipment. Flexibility is required to work with others in a wide variety of circumstances; work with data utilizing defined but different processes; and operate equipment using a variety of processes. Ability is also required to work with a wide diversity of individuals; work with similar types of data; and utilize a variety of types of job-related equipment. Problem solving is required to analyze issues and create action plans. Problem solving with data may require independent interpretation; and problem solving with equipment is significant. Specific ability based competencies required to satisfactorily perform the functions of the job include: developing effective working relationships; communicating with persons with diverse technical knowledge and skills; providing clear instructions; understanding developing solutions to user problems; maintaining cooperative and effective working relationships; assisting new users in setting up new applications, installations, problem solving and in performing minor microcomputer repair; problem solving; and setting priorities.

#### **Responsibility**

Responsibilities include: working under limited supervision following standardized practices and/or methods; leading, guiding, and/or coordinating others; operating within a defined budget. Utilization of some resources from other work units may be required to perform the job's functions. There is a continual opportunity to significantly impact the organization's services.

#### **Work Environment**

The usual and customary methods of performing the job's functions require the following physical demands: occasional lifting, carrying, pushing, and/or pulling, some stooping, kneeling, crouching, and/or crawling and significant fine finger dexterity. Generally the job requires 50% sitting, 30% walking, and 20% standing. The job is performed in a generally hazard free environment and in a clean atmosphere.

**Experience:** Job related experience with increasing levels of responsibility is required.

**Education:** Targeted, job related education with study in job-related area.

**Equivalency:** Industry Certification and prior experience in computer programming, computer support and operations.

**Required Testing:**

**Certificates and Licenses**

Valid Driver's License & Evidence of Insurability

**Continuing Educ. / Training:**

Maintains Certificates and/or Licenses

**Clearances**

Criminal Justice Fingerprint/Background Clearance  
Tuberculosis Clearance

**FLSA Status**

Non Exempt

**Approval Date**

2/14/2018

**Salary Grade**

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