

**CITY OF HAINES CITY
JOB DESCRIPTION**

DEPARTMENT: FINANCE
REPORTS TO: FINANCE DIRECTOR/ASSISTANT FINANCE DIRECTOR

PC TECHNICIAN

GENERAL DESCRIPTION:

This is an entry level position. Work involves maintaining, analyzing, troubleshooting, and repairing computer systems, hardware and computer peripherals. Document, maintain, upgrade or replace hardware and software systems. Assists in implementing custom configurations. Works under direct supervision. Reports to the Assistant Finance Director and/or Finance Director.

ESSENTIAL FUNCTIONS:

(Note: The listed duties are illustrative only and are not intended to describe each and every function which may be performed in the job class. The omission of specific statements does not preclude management from assigning specific duties not listed herein if such duties are a logical assignment to the position.)

Primary Function: Responsible for the installation, repair, and maintenance of personal computer hardware including stand alone units, and those on local area networks and wide area networks.

Secondary Function: Perform advanced technical work in operating a variety of computer equipment and systems.

Primary Duties-Hardware/Software Technician Quality End-User Support: Install or upgrade personal computer hardware as necessary. Receive and respond to service calls. Provide support services to personal computer users. Make all necessary arrangements for equipment installation upon delivery of hardware products. Performs cleaning and maintenance of standard equipment.

Other duties as assigned.

MINIMUM QUALIFICATIONS

KNOWLEDGE, ABILITIES, AND SKILLS:

Hardware/Software Knowledge: Must load various software packages to standard personal computers. Demonstrate problem determination and resolution skills for hardware, software, and network for various computer systems. Must be physically capable to perform essential functions as required.

Troubleshooting Skill: Troubleshoot, and take corrective action as appropriate to resolve personal computer hardware and software problems.

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TRAINING AND EXPERIENCE:

Graduate from an accredited high school or possess an acceptable equivalency diploma. Must have a minimum of two (2) years experience in end-user PC support that includes troubleshooting and repairing personal computers. This experience must also have provided knowledge of standard personal computer hardware including the ability to perform repair, problem determination, and resolution. A comparable amount of education, training and related experience may be substituted for the minimum qualifications.

Special Requirements:

The preferred applicant will have experience with the following:

Primary- A+ Certification, personal computers, PC Operating Systems, Windows, and client servers operating Microsoft Windows 2000/2003 Server.

Secondary-Network+ Certification, Microsoft Windows 2000/2003 Server networking environment.

Must have a valid driver's license and be able to secure a valid driver's license at the time of employment within this classification.

Revised December 2006