

## PC TECHNICIAN

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

### **JOB OBJECTIVES**

To perform a variety of information systems technical duties including hardware and software maintenance, user support and training functions associated with the City's computers and network operations; to maintain client desktop workstations, wiring and other communication equipment; to develop training programs for computer hardware and software usage; to provide assistance in maintaining the City's network system; and to perform a variety of technical duties relative to assigned area of responsibility.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives direction from the Network Supervisor.

### **ESSENTIAL JOB FUNCTIONS**

*The following tasks are typical for positions in this classification. Any single position may not perform all of these tasks and/or may perform similar related tasks not listed here:*

1. Perform a variety of technical duties in support of hardware and software maintenance, user support, training functions; maintain client desktop workstations and communication equipment such as cellular phones, palm desktop apparatus (PDA's), and printers.
2. Develop and maintain software applications for office use in data entry, database, spreadsheet, and report generation; troubleshoot user problems.
3. Assess user needs and order PC's, printers and related equipment; set-up and install software programs and desktop equipment; set up and train users on capabilities of networked printers.
4. Create, delete, and modify user accounts on City's phone system; work with phone carrier to troubleshoot system problems and or installation; assist in maintaining cellular phones, Blackberries, or other communication devices.
5. Assist users in optimizing their desktop environment; create icons and shortcuts and provide desktop training; assist in restoring or recovering files or corrupted data.
6. Respond to client inquiries concerning systems operation and diagnose system hardware, software and operator problems.
7. Develop and conduct training programs for client-server applications and programs; instruct users in the proper use of equipment, software and manuals.
8. Assist in maintaining the City's information technology inventory; monitor hardware, warranty and support information, software programs and licensing compliance.
9. Provide assistance in establishing network hardware and software environment standards.
10. Provide assistance in various information technology projects that impact the user environment; provide user training in new technologies as needed.

**CITY OF FOREST GROVE**  
**PC Technician(Continued)**

11. Set up computer equipment for City presentations and meetings; may reboot servers, perform network system backups, and assist in the maintenance of the City's website in the absence of the Network Supervisor.
12. Perform related duties and responsibilities as required.

**QUALIFICATIONS**

**Knowledge of:**

Operations, services and activities of an information systems program.  
Principles and practices of computer science and information systems.  
Operational characteristics of various computer systems, applications and peripheral equipment.  
Methods and techniques of hardware and software configuration and installation.  
Methods and techniques of troubleshooting network and information systems hardware and software problems.  
General knowledge of networking technologies, image and data transmission, telecommunications and client-server applications.  
A variety of programming languages.  
Principles and practices of network administration.  
Basic principles and practices of training and instruction.  
Modern office procedures, methods and computer equipment.  
Principles and practices of customer service.  
Pertinent Federal, State and local codes, laws and regulations.

**Ability to:**

Perform a variety of technical duties in support of network and personal computer systems hardware and software.  
Operate personal computers, printers and other peripheral equipment.  
Install, configure, troubleshoot and/or repair computer and network hardware and software problems.  
Develop and conduct training programs for client-server applications and programs.  
Participate in various information technology projects.  
Respond to requests and inquiries from network and desktop users.  
Develop and conduct user training.  
Communicate clearly and concisely, both orally and in writing.  
Establish and maintain effective working relationships with those contacted in the course of work.

**Education and Experience Guidelines**

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

**Education:**

Equivalent to completion of the twelfth grade supplemented by any combination of training, education and experience equivalent to two years college level course work in computer science or a related field.

**Experience:**

Two years of increasingly responsible experience in the maintenance, installation and upgrading of computer hardware and software applications.

**PHYSICAL DEMANDS AND WORKING CONDITIONS**

*The physical demands herein 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 these essential job functions.*

**Environment:** Office environment; exposure to computer screens.

**Mobility:** Duties require maintaining physical condition necessary for walking, standing or sitting for prolonged periods of time; extensive use of computer keyboard; moderate or light lifting, moving and carrying of equipment up to 50 pounds; bending, stooping, kneeling, crawling.

**Vision:** Visual acuity to read computer screens and printed documents.