

PERSONAL COMPUTER TECHNICIAN

SUMMARY:

Under limited supervision, installs, configures, troubleshoots, repairs and upgrades network and end user personal computer hardware, software and peripherals; and performs related duties as assigned.

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

DUTIES AND RESPONSIBILITIES: *(Which are **not** in any hierarchical order)*

1. Installs, configures, upgrades, maintains and troubleshoots end user computers and peripherals.
2. Responds to inquiries instruct end users on site or over the telephone in the safe and efficient use of their computers and programs.
3. Maintains notes and logs on computer assistance provided, computer settings, and computer asset inventory database.
4. Installs connectivity to network and/or relocates existing cabling to accommodate end user's relocation within various departments.
5. Troubleshoots hardware and arranges replacement parts from approved vendors or manufacturers.
6. Configures personal computers for new employees.
7. Assists in or provides user requests for special operations or reports.
8. Assists Network Administrator in managing and maintaining a network of microcomputers including security and access.
9. Performs needed assessments with end users and administration with regard to personal computer applications and development.

KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of City, federal and state laws, rules and regulations related to telecommunications and computer information services.
- Knowledge of installation, maintenance, troubleshooting and repair of a variety of end user and network computer operating systems.
- Knowledge of software installation, set up, configuration specific to needs of end user.
- Knowledge of networking protocols and procedures.
- Knowledge of basic general office systems that interface with peripheral computer equipment.
- Skill in accurately entering programming and configuration data to meet the needs of the department and end user.
- Skill in responding to telephone or on site inquiries related to computer and software problems
- Skill in diagnosing and correcting user computer problems.
- Skill in utilizing customer service techniques when responding to inquiries and complaints.
- Skill in utilizing a wide variety of computer software and databases to retrieve information and statistics.
- Ability to establish and maintain effective working relationships with those contacted in the course of work.

PHYSICAL REQUIREMENTS AND WORK ENVIRONMENT: Work involves moderate to heavy work in an office setting. There is frequent need to stand, stoop, walk, climb, crawl, sit, lift heavy objects (up to 25 pounds) and perform other similar actions during the course of the workday. The City of West Palm Beach promotes a drug/alcohol free work environment through the use of mandatory pre-employment drug testing.

MINIMUM QUALIFICATIONS: Associate's degree from an accredited technical school or college with a major in Computer Science or Programming, and two (2) years of related experience, or any equivalent combination of training and experience. A valid Florida driver's license and computer certification specific to area of assignment are required.