



PC SUPPORT TECHNICIAN I
Information Systems Department

Range 37
Salary

JOB DESCRIPTION: Under the supervision of the Information Systems Administrator, provides a variety of computer support services to end users for the installation, operation and use of PC hardware, software, and peripheral equipment and network interfaces; performs a variety of hardware configuration, support and maintenance services while becoming familiar with the Agency's system environment, equipment and operations, website interface and updates; and performs related duties as assigned.

SUPERVISOR: Information Systems Administrator

DISTINGUISHED FROM LOWER RANGE POSITION(S):

This position is the entry level PC Support Technician position for the Information Systems Department.

EXAMPLE OF DUTIES:

Duties include, but are not limited to:

Responds to inquiries and requests from end users on PC and peripheral equipment, and provides technical assistance; troubleshoots hardware, software, and minor network interface problems; install, set up, relocate, configure and tag PC hardware both internally and externally for inventory purposes; maintain a database of assigned PC hardware and software, and all related peripherals; maintain a database of maintenance and repair jobs performed on equipment; perform minor maintenance and repair; replace components and parts, and change out equipment as necessary; install software upgrades; monitor and review of PC products and trends in PC computing technologies; maintains database of PC software programs and applications; maintains an archived set of installed software diskettes and CD's; may be involved with the design, maintenance and updating of applications and upgrades to the Agency's web site; assists with the development and maintenance of IS Security and database protection and recovery.

Secondary duties include, but are not limited to:

Primary backup to Operator and backup to other staff in the Information Systems Department; Prepares hand held Itron meter reading devices for Meter Readers on a daily basis; Serves as Itron operator for the interface of meter readers data to the AS400 I-series server for billing and reports for Customer Service and the Meter Shop.

QUALIFICATIONS:

Schooling: High School Diploma or G.E.D.

Certification(s): None required

Experience: Any combination of education or experience which would likely provide the required knowledge and abilities needed for the performance of these duties; 1 year of increasingly responsible experience in the operation of data processing main frame and peripheral equipment; may require web site design and maintenance.

License(s): Possession of a valid driver's license issued by the California Department of Motor Vehicles for use in conjunction with the possible operation of Agency vehicles, with an acceptable driving record.

Knowledge: Knowledge of the capabilities of mainframe and personal computers and their means of interaction/interconnections; basic comprehension of the water billing process at the Desert Water Agency and the related flow of reports and documentation necessary for the accurate and timely billing of its customers and for the processing of monthly and annual data reports; website administration and maintenance; and the use of other general office equipment utilized in the Data Processing Department.

Ability: Work independently with little direction; follow oral and written instructions; maintain a given work schedule; research, analyze and react with correct methods and procedures in solving a variety of questions or problems that may arise in the course of installing, operating, upgrading or repairing Agency personal computers; If required, perform website related functions for the maintenance and upgrade of the Agency's website; establish and maintain cooperative working relationships with Agency Staff and the general public.

PHYSICAL REQUIREMENTS:

Climbing: yes no **Frequency:** Continual Often Infrequently Never
Examples: Going up and down ladders, stepping stools, stairs

Bending: yes no **Frequency:** Continual Often Infrequently Never
Examples: Filing, picking up boxes, normal office range of motion

Lifting: yes no **Frequency:** Continual Often Infrequently Never
Examples: Picking up boxes, picking up paper reams, boxes of preprinted paper for various uses

Sedentary/sitting: yes no **Frequency:** Continual Often Infrequently Never
Examples: Sitting at desk

Standing: yes no **Frequency:** Continual Often Infrequently Never
Examples: Standing on carpeted areas and on cement when in the Agency's vault area

Repetitive motion: yes no **Frequency:** Continual Often Infrequently Never
Examples: Operation of equipment such as computer keyboard, telephone, typewriter, etc.

WORK ENVIRONMENT:

Generally, work is within the Agency Operations Center in an environment where the temperature is controlled. The majority of the Information Systems Department members work within an open space or in the confines of a cubicle. The Information Systems Department is located within an enclosed office area which is separate from other departments, and which can not be easily accessed by members of the general public. Lighting is overhead, the IS Department has a air cooling and heating system which is separate from the rest of the Operations Center and can be adjusted by the members of the department. There is a music/paging system which is on and operating throughout the work day. There are a number of pieces of office equipment that operate within the confines of the Accounting area, including, but not limited to: telephones, main switchboard, computers, computer printers, shredding machine, calculators, bursting machine, billing preparation/enveloping system.

I have reviewed this Job Description with my Supervisor and received a copy.

Employee Signature

Date

Supervisor Signature

Date

The specific statements shown in each section of this job description are not intended to be all-inclusive. They represent typical elements and criteria necessary to successfully perform the job.