

**PC SUPPORT TECHNICIAN II**

Information Systems Department

Range: 43**Salary:**

JOB DEFINITION: Under general supervision, provides a variety of advanced 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 advanced website design, interfacing and updates; and performs related duties as assigned.

SUPERVISOR: Information Systems Administrator

DISTINGUISHED FROM LOWER RANGE POSITION(S):

This position is distinguished from the entry level PC Support Technician I position by the need for a complex knowledge of the Agency's billing, reporting and processing needs. While the duties are essentially the same as that of the PC Support Technician I position, this level of support requires expertise and advanced knowledge pertaining to website design, maintenance and revisions.

EXAMPLE OF DUTIES:

Duties include, but are not limited to:

Responding to inquiries and requests, and providing advanced technical assistance to end users on PC and peripheral equipment; troubleshoot complex hardware, software, network interface and other problems; install, set up or relocate, configure PC's; install hardware, software, and related peripherals as needed; perform maintenance and repair on Agency computer related equipment and maintain a database of maintenance and repair jobs performed; replace components and parts, and change out equipment as necessary; diagnoses and repairs network cable and configuration problems; install software upgrades and assure compatibility with existing programs; monitor and review of PC products and trends in PC computing technologies for knowledgeable recommendations pertaining to purchases, installations and upgrades; oversee the archiving of installed software diskettes and CD's; oversee the implementation, maintenance, and design of applications and upgrades to the Agency's web site; assist with the development and maintenance of IS Security and database protection and recovery; configures and fine tunes operating systems to enhance PC performance for the user; provide training and assistance to employees on a wide range of advanced office software applications; maintains and monitors security cameras at all Agency facilities; utilizes aerial lift and scissor lift for installation and repair of security cameras and wireless Wide Area Network (WAN).

QUALIFICATIONS:

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

Certification(s): Obtain certification equivalent to Microsoft Certified Desktop Support Technician (MCDST) and equivalent certification to Microsoft (Microsoft Certified Profession Developer – Web) MCPD or equivalent schooling for a college or professional computer training center; certification is negotiable and will be based on current industry standards.

Experience: Any combination of education or experience which would likely provide the required knowledge and abilities needed for performance of these duties; 3 years of increasingly responsible experience in the operation of data processing main frame and peripheral equipment; 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. Obtain certification for use of Aerial Lift and Scissor Lift heavy equipment.

Knowledge: Advanced knowledge pertaining to the operation of mainframe and personal computers and their capabilities and interaction/interconnections; in-depth 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; advanced knowledge of website administration and maintenance; and the use of 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; obtain accurate and complete information from users, in person and by telephone, to identify their needs and problems and develop responses and solutions; perform complex 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.