



PC Support Specialist

Information Services

ACCOUNTABILITIES: This position is responsible for supporting users of the agency computer resources via hardware and network support, software support and end-user training.

ESSENTIAL DUTIES:

Responds to users' requests for assistance through the help desk; maintains help desk ticket log; provides computer users with troubleshooting on problems with computer use, initial problem determination and ad hoc assistance and/or training with problems or tasks. Instructs and assists users on various computer tasks to maximize equipment utilization.

Installs, configures and maintains hardware and software on agency equipment, providing connectivity in a multi-host environment. Assists in troubleshooting network and connectivity problems.

Performs hardware repairs and upgrades on site; contacts vendors to facilitate repair services when necessary.

Conducts training for agency users, either in a classroom environment or one-on-one setting in general computer literacy tasks as well as agency specific applications. Orients new staff to their computing environment.

NON-ESSENTIAL DUTIES:

Assists supervisor in evaluation of software packages for the purpose of determining suitability within the agency's IT environment. Performs other related duties as assigned.

ESSENTIAL BEHAVIORS: Ability to read and understand technical manuals; ability to perform work which is extremely detailed in nature, with a very high degree of accuracy. Ability to work independently with minimal supervision. Excellent diagnostic and problem-solving skills. Ability to interact effectively with people in both informal and formal (classroom) settings. Ability to handle confidential data responsibly and securely.

MINIMUM SPECIFICATIONS: Associates degree in Information Systems or closely related field or Comp TIA A+ certification required. Bachelor's degree in Information Systems or closely related field preferred. Six (6) months of work experience in computer systems required. Demonstrated knowledge in the following areas required: 1) hardware (PC) diagnostics, repairs and upgrades; 2) installation and configuration of network devices on a local area network (TCP/IP); 3) Windows installation and configuration (Windows 7 or above). Experience with the following preferred: 1) installation, configuration and support of packaged software applications (Microsoft Office); 2) scripting; 3) Support for mobile devices. May be required to be on call to cover for vacations and leaves. Ability to work effectively in a multi-cultural work environment required.