



# MARICOPA COUNTY CLASSIFICATION DESCRIPTION

**Title:** PC/LAN Technician

**FLSA STATUS** Non Exempt

## **OVERVIEW**

Responsible for performing PC and network maintenance, and technical support activities.

## **DISTINGUISHING CHARACTERISTICS**

This position is differentiated from the PC/LAN Technician Sr/Ld in that latter has the highest level of technical expertise performing the most complex assignments, and may review or assign work to PC/LAN Technicians.

## **ESSENTIAL JOB TASKS**

*(This is not an all-inclusive list of all job duties that may be required; employees will be required to perform other related duties as assigned. List in order of importance.)*

- Troubleshoots, repairs, installs, and configures PC hardware and software
- Plans, monitors, and evaluates performance of network systems and makes recommendations for improvements
- Analyzes and coordinates resolution of network problems, provides end-users with technical and hardware solutions
- Creates, configures, maintains, and deploys virtualized applications utilizing multiple platforms
- Runs diagnostics, troubleshooting programs to determine, isolate and repair PC problems
- Trains stakeholders on PC and end-user technology
- Documents all user contact, service requests, and problem resolutions
- Assists with office moves and new hardware deployments
- Provides backup assistance to help desk; manages service ticket queues and resolves daily hardware and software support calls in a timely and professional manner
- Maintains inventories of software and hardware for desktops, laptops, and peripherals
- Escalates user computing issues/problems as needed
- Performs other duties as assigned

## **POSITION QUALIFICATIONS**

**Minimum Education and/or Experience:** High School Diploma or GED and three (3) years of work experience in computer/network maintenance, desktop support, applications support or related, similar support. Other combinations of education and experience may be considered in substitution for the minimum qualifications.

**Training, Certifications, and Requirements:** Associate's degree preferred. Specific certifications may be preferred depending on area of assignment.

**Working Conditions:** Must be able to work in an indoor office environment. Position may require travel to and from job-related locations during the course of a scheduled workday, subject to County policies regarding the use of County vehicles and/or private vehicles used on County business. May lift, pull/push up to 40 pounds.

## **REPORTING STRUCTURE**

**Supervision Received:** Supervisor, Manager, or similar level

**Supervision Exercised:** none