

CITY of AZTEC JOB DESCRIPTION

Job Title: PC Support Technician
Department: Information Systems
Shift: Regular 40 hours-4/10's Mon-Thurs
7:00am-6:00pm
Pay Plan: \$15.73 per hour (GR10-1)
Exempt: No
Reports To: Information Systems Director
General Direction From: Information Systems Director/Library Director

Position Closes: **POSITION OPEN UNTIL FILLED**

PURPOSE & NATURE OF JOB

The PC Support Technician is responsible for completing City / Library technology work orders. Responsible for the initial setup, delivery, installation and maintenance of desktops, laptops, individual telephones, printers, and client-side applications. Responsible for pick up and clean up of obsolete equipment to prepare for auction.

The PC Support Technician works 50% out of IS department and 50% at the Aztec Public Library.

ESSENTIAL DUTIES

Technology needs in the following areas:

- Operate, maintain, support, and troubleshoot Windows 7/10/2008-2019Linux, and other client operating systems either stand alone or networked.
- Operate, maintain, support, and troubleshoot a variety of personal computers.
- Assist Information Systems Director with network, systems, and database tasks as needed.
- Troubleshooting and PC maintenance tasks as needed.
- Works with Hardware / Software vendors to resolve issues as needed.
- Conduct basic PC orientation for all city personnel, various network and computer based topics when needed.
- Assist in the documentation of all Help Desk cases.
- Operate, maintain, support and troubleshoot CCTV systems.
- Compile, update, and maintain all workstation and client-side software documentation.
- Other duties as assigned

Web Infrastructure

- Provide and check for updates on web technology and web server updates on a regular basis to Information Systems Director.

Staff Support

- Help with data analysis / data entry as needed.
- Assist with compiling library statistics in electronic formats on a monthly/yearly basis.
- Assist other staff in the creation of electronic forms, spreadsheets, and other graphic documents such as brochures, posters, hand-outs, etc.
- Assist with Staff Development training in electronic formats.
- Coordinate the use of the city technology resources for city users or library patrons per direction of Information Systems Director.
- Assit with research, writing, and follow-up on grant proposals and other technology related funding potentials.
- Provide direct library service to patrons including assistance with computer related reference questions, Internet & software program access, materials location, and/or any other related service.
- Keep accurate inventory on all technology related acquisitions.
- Coordinate planning with city Information System Director including making recommendations for future purchases.

RESPONSIBILITIES

Supervision:	None
Public Contact:	Contacts with people and/or managers regarding routine administrative or technical matters
Budget:	None
Other:	Coordinate with City of Aztec Information Systems Director and City of Bloomfield IT Director to provide regional database services for Bloomfield Public Library.

GENERAL INFORMATION

The duties/responsibilities listed are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

MINIMUM JOB QUALIFICATIONS / REQUIREMENTS

- Must be able to pass a pre-employment physical and drug screen.
- Must have a valid driver's license.
- May be subject to random drug/alcohol testing as per city policy.

Must possess basic computer skills and have the ability to write reports.

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

Experience:

- Minimum of two years experience in computer technology related to PC/Network environment.
- Must have excellent interpersonal skills and the ability to work with people of all educational levels and the ability to network with other agencies.
- Experience in public computer user support and computer instruction.
- Experience with Microsoft Active Directory and Exchange Services.
- Experience with Linux / Unix type Operating Systems.
- Install, configure, upgrade and troubleshoot computer hardware and software

Knowledge:

- Experience with TCP/IP and Wireless Networking
- Experience using Microsoft Office 2013 (includes Outlook)
- Knowledge in using Relational Databases
- Knowledge of CCTV Security Systems
- Knowledge of HTML / website development infrastructure
- Knowledge/ Understanding of Library Management Software Systems

Certificates/Licenses: N/A

Recertification: N/A

Use of Tools and/or Equipment:

- Must be able to maintain and troubleshoot print/computer management software.
- Must be able to maintain and troubleshoot multi-function devices and printers.
- Use of computers, relative software programs, computer hardware, patron self-check machine, fax, telephone, digital camcorder, digital projection unit, digital camera, and other multimedia equipment as needed.
- Use of city vehicle to transport city equipment and on site support service.

WORK ENVIRONMENT

- Physical Demands:** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
The PC Support Specialist position requires a moderate degree of movement: bending, lifting up to 50 pounds, moving computers back and forth or up and down to service the computer through the back, replacing computer components and peripheral hardware as needed, including scanners, printers, and other devices as needed.
The employee can work up to heights of 60 feet above ground. The employee must possess and maintain a current driver's license and take a Defensive Driving Course provided by City of Aztec.
- Hazards:** Occasional exposure to electrical equipment and outlets.
- Exposures:** Duties are normally performed inside. The noise level is conducive to normal city building environment with some harmful sound levels.