



## MANAGEMENT INFORMATION SYSTEMS

### **PERSONAL COMPUTER TECHNICIAN**

**INTRODUCTION:** This position is responsible for installing, modifying and making repairs to personal computer (PC) hardware and software systems and provides technical assistance to system users. The incumbent performs duties of semi-difficulty and complexity requiring knowledge and skill in diagnostics, operating systems, computer peripherals, and office packaged systems and applicable policies & procedures.

**DUTIES:** (The following examples of duties are intended to be illustrative only and are not intended to be all inclusive or restrictive).

1. Inspects personal computer equipment received and checks purchase order listings. Sets up system in accordance with user requirements to prepare PC for delivery. Enters the PC into the equipment database and assists the Network Manager to maintain database.
2. Installs hardware and peripheral components such as monitors, keyboards, printers, and disk drives on user's systems.
3. Loads specific software packages such as operating systems, word processing, or spreadsheet programs into computer. Observes system functions to verify correct system operation.
4. Instructs users in use of equipment, software, and manuals. Answers user inquiries in person and via telephone concerning systems operation.
5. Diagnosis system hardware, software, and operator problems and recommends/performs minor remedial actions to correct problem based on knowledge of system operation.
6. Replaces defective or inadequate hardware. Refers major software problems to system vendor for correction.
7. Enters diagnostic and corrective action into the Help Desk system to maintain a current status of outstanding work orders.
8. Performs other related duties as assigned or authorized by the supervisor to achieve office goals and objectives.

**COMPLEXITY:** The work consists of varied duties that involve various related steps, processes or methods, which require highly specialized technical skills. Decisions regarding what needs to be done require the employee to recognize the existence of different alternatives for complex matters and conduct analysis of the problem to determine the most appropriate approach. The work requires a continuing effort to develop or improve upon services and resolve customer situations.

**SUPERVISION RECEIVED:** The supervisor provides continuing or individual assignments by indicating generally what is to be done, limitations, quality and quantity expected, deadlines and priority of assignments. This is primarily accomplished through the Help Desk System. The incumbent uses initiative in carrying out assignments independently without specific instructions, but refers deviations, problems and unfamiliar situations to the supervisor for decision or help.

**PERSONAL CONTACTS:** Personal contacts are with tribal employees and with outside vendors/businesses. The purpose for these contacts is to provide assistance/advisement and resolve operating problems.

**PHYSICAL EFFORT & ENVIRONMENTAL FACTORS:** The work is mostly sedentary and performed in a standard office environment requiring normal safety precautions typical of office/meeting rooms and working around office machines and equipment. The work requires some physical exertion such as reaching, stooping, kneeling, crouching, crawling, and similar activities, recurring lifting and moving of moderately heavy items such as computers and related equipment.

**MINIMUM QUALIFICATIONS:**

1. Required Education, Training, and Experience:

A. Education : Associate's Degree in Computer Technology;

AND

B. Experience : Four (4) years work experience in personal computer maintenance and troubleshooting;

OR

C. Any equivalent combination of Education, Training and Experience, which demonstrates the ability to perform the duties of the position.

2. Required Knowledge, Skills, and Abilities:

A. Knowledge : Working knowledge of the operation of personal computers and other associated hardware, i.e., laptop, mouse, modems, etc.

Working knowledge of Local Area Networks

Knowledge of Microsoft Windows 95 and 98 operating system, MS Lotus Suite, MS Office 2000, Microsoft NT 4.0

Knowledge of office packaged systems and components.

Knowledge of computer peripherals i.e. monitors, printers, modems, network interface cards, etc.

B. Skills : Effective verbal and written communication skills adequate to communicate technical matters and to develop instructional manuals.

Skill in troubleshooting (analyzing technical problems & developing corrective action plans)

C. Abilities : Ability to plan, implement and accomplish work in accordance with established objectives, priorities and timelines.

Ability to provide logical & simple instructions for computer users

Ability to analyze and assess system configuration and install network

Ability to establish and maintain positive working relationships with others

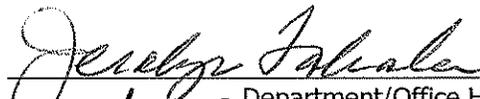
Ability to work with minimal supervision

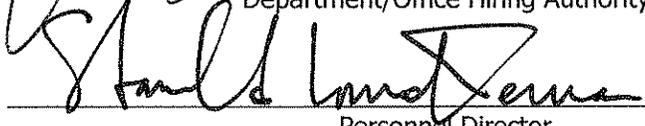
**NECESSARY REQUIREMENT:**

1. Possess valid Arizona Driver's license and complete/pass the Hopi Tribe's Defensive Driving Course.

**DESIRED QUALIFICATIONS:**

1. Experience with Apple Macintosh systems and peripherals.
2. Practical experience in telecommunications connections.

REVIEWED BY:  7/1/03  
Department/Office Hiring Authority Date

APPROVED BY:  07-01-03  
Personnel Director Date

Range: **32**  
06/2003 (nfp)