



**Job Title: PERSONNEL COMPUTER TECHNICIAN**

**Department /Office:** Management Information Systems

**Reports to Whom (title):** Director

**Salary / Hourly Range:** 32

**Job Classification Code:** 5191

**Level of Background Check:**

**FLSA Status:** EXEMPT; Full-time, Part-time, Temporary

**Driving Required:** Yes, As Required

**JOB DESCRIPTION:**

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.

**SCOPE:**

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.

**KEY DUTIES AND RESPONSIBILITIES:**

(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.

**PERSONAL CONTACTS:**

Personal contacts are with tribal employees and with outside vendors/businesses. The purpose for these contacts is to provide assistance & advertisement and resolve operating problems.

**PHYSICAL EFFORT & ENVIRONMENTAL FACTORS:**

The work is sedentary and is performed in a standard office environment requiring normal safety precautions typical of office/meeting rooms and working around office machines/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 determines to be acceptable by the Office of Human Resources.

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
- In-depth knowledge of various Microsoft software packages and OS
- 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 communications skills adequate to communicate technical matters and to develop instructional manual.
- 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 SPECIAL REQUIREMENTS:**

1. Must complete & pass the pre-employment screening in accordance with Hopi Tribal Policy.
2. Must possess a valid Arizona driver's license and satisfactorily 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: \_\_\_\_\_



Department/Office Hiring Authority

6/19/12

Date

APPROVED BY: \_\_\_\_\_



Director of Human Resources

6-19-12

Date PD Certified