



Job Description

TITLE:	Sr. PC Specialist	JOB CODE:	3250
DEPARTMENT:	Information Technology	FLSA:	Non-Exempt
PREPARED:	August 2011	UPDATED:	August 31, 2020

Summary: Under general supervision, maintains and supervises all desktop related support. Is responsible for maintaining all desktop inventories which includes ordering, processing, and deploying new machines as well as re-imaging and re-deploying older machines. Responsible for all asset tracking paperwork for any and all desktop assets. Responsible for resolving all desktop related requests sent to IT via ServiceWise. Will provide training and technical help desk support to desktop employees and will oversee desktop related workload and projects of said employees.

Essential Job Functions: *The list that follows is not intended as a comprehensive list; it is intended to provide a representative summary of the major duties and responsibilities. Incumbent(s) may not be required to perform all duties listed, and may be required to perform additional, position-specific tasks.*

- Troubleshoots problems related to all county owned desktop IT appliances. This includes pc hardware and software, printers, scanners, and other items. Diagnoses problems and makes appropriate repairs; helps with network mapping of ports, switches and computers.
- Repairs and replaces equipment including printers, scanners, tape drives, hard drives; upgrades memory and processors.
- Tracks inventories and moves pc's from one department to another; configures software for said moves and completes paperwork.
- Supervises all desktop related work via ServiceWise. Supervises other desktop pc techs from a workload standpoint. Responsible for overseeing completion of all desktop related requests/issues.
- Creates and maintains PC purchasing database with current refresh schedule and inventory. Responsible for working with Finance on annual PC refresh budget. Responsible for ordering and completing all paperwork including asset tracking on all PC and desktop related purchases. Responsible for imaging and deploying all PC's.
- Trains employees in the use of the MS Office Suite; provides general training and helps them develop files and templates that apply to their individual jobs.
- Assists in the development of the department budget; collects data for the five year strategic plan and assists with implementation of this plan.
- Assists with the pc consolidation project; develops budgets and quotes; assists in the planning process for deploying PCs within the County.
- Schedules and performs backup procedures for servers and workstations as requested. Works with Network Coordinator in assisting server upgrades/procedures. Also responsible for becoming familiar with county network and providing a second tier support to the network group.
- Performs other related duties as assigned.

Required Knowledge and Skills:

- Knowledge of microcomputer based systems, software and networks.
- Knowledge of Microsoft products and applications.
- Knowledge of County policies and procedures.

Job Description
Sr. PC Specialist

- Skill in supporting and maintaining a variety of pc and network software.
- Skill in converting data files and structures into many different applications.
- Skill in diagnosing, troubleshooting and correcting systems problems.
- Skill in providing technical support to customers in all departments.
- Skill in reading and interpreting documents such as safety rules, operating and maintenance instructions, and procedure manuals.
- Skill in interpreting a variety of instructions furnished in written, oral, diagram, or schedule form.
- Skill in operating a personal computer and software applications.
- Skill in working independently or as a team member.
- Skill in communicating effectively, both orally and in writing.
- Skill in establishing and maintaining effective working relationships with elected officials, County staff and the general public.

Education and Experience

- High School diploma or GED equivalent and two (2) years of computer maintenance and operations experience. Technical training in the computer field preferred.
- IT related college degree preferred.
- Valid State of New Mexico Driver's license or able to obtain within six (6) months of employment.
- A Plus Certification
- Server Plus Certification
- Net Plus Certification
- MCP Windows 7 Certification

Environmental Factors and Conditions/Physical Requirements:

- Work is performed in an office environment; may be subject to repetitive motion such as typing, data entry and vision to monitor; may be subject to extended periods of intense concentration in the review of documents and reports.
- While performing the duties of this job, the employee is occasionally exposed to high, precarious places; risk of electrical shock; and vibration. The noise level in the work environment is usually moderate.
- Work schedule for this position may include working on religious holidays.
- Utilize, process, and navigate the County's electronic ERP system as necessary and appropriate based on the needs and requirements of this position.
-

Equipment and Tools Utilized:

- Equipment utilized includes computerized and conventional office equipment.

Approvals:

Employee: _____ **Date:** _____

Supervisor _____ **Date:** _____

Job Description
Sr. PC Specialist

Department Head: _____ **Date:** _____