



Job Description

TITLE: PC Services Technician	JOB CODE: 3260
DEPARTMENT: Sheriff's Office	FLSA: Non-Exempt
PREPARED: November 2005	FLSA CLASS: Professional
UPDATED: March 29, 2022	WORK LOCATION: Aztec, NM
	REMOTE WORK ELIGIBLE: NO

Summary: Under general supervision, maintains, inventories, repairs, deploys and troubleshoots Sheriff's Office desktop and laptop computers; installs PC and network software; provides training and technical help desk support to employees; trains employees in Microsoft Office and proprietary software; assists in network support and troubleshooting.

Reporting Relationship: PC Services Technician - SO reports to the Network Supervisor.

Essential Job Functions: *This 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 on individual PC hardware and software; diagnoses problems and makes appropriate repairs; assists with the network troubleshooting and mapping of ports, switches and computers.
- Repairs and replaces equipment including modems, printers, scanner, CD/DVD-ROM drives and hard drives; upgrades memory and processors.
- Tracks, inventories and moves PCs from one substation to another; configures the software and sets the network connections.
- Assists with maintenance and updates of the telephone system; assists in configuration of the system for new and transferred users; provides end-user training on the phone sets and voicemail setup.
- Creates and maintains databases in Microsoft Access and SQL; determines user needs and works with them to develop the database; develops standard reports and special reports as needed; trains users in the use of the database.
- Trains employees in the use of the Microsoft 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 active directory group policy administration.
- Assist in basic website maintenance and repairs.
- Schedules and performs backup procedures for servers and workstations as requested.
- Maintains and troubleshoots in-car video camera systems.
- 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 basic HTML design.
- Skill in supporting and maintaining a variety of PC and network software after initial training.
- Skill in wire configuration for communication/mode, network applications.
- Skill in converting data files and structures into many different applications.
- Skill in diagnosing, troubleshooting and correcting system problems.

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- Skill in providing technical support to employees.
- Skill in reading and interpreting documents such as safety rules, operating and maintenance instructions, and procedure manuals.
- Skill in reading and interpreting federal, state and local laws, policies and procedures.
- 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.
- Valid State of New Mexico Driver's license or able to obtain within six (6) months of employment.
- IT Technician certifications preferred

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, a standard PC repair toolkit and computer diagnostics software and tools.

Approvals:

Employee: _____ **Date:** _____

Supervisor _____ **Date:** _____

Department Head: _____ **Date:** _____