

JOB DESCRIPTION  
September 2014

Placer County Office of Education  
360 Nevada Street  
Auburn, CA 95603

**PC TECHNICIAN I, II & III**

**General Purpose:**

A PC Technician I, II & III is responsible to the County Superintendent and works under the direct supervision of the designated manager(s). Under general supervision, provides support for Placer County Office of Education (PCOE) and school district staff in the selection, purchasing, installation and use of personal computers and software and develops and conducts training sessions on the use of personal computers and software packages.

**Essential Functions and Responsibilities** include the following. Other duties may be assigned as required:

**PC Technician I:**

- Provides phone support and availability as needed.
- Sets-up, installs, and configures a variety of computer systems and software.
- Installs and sets-up communication systems, including mobile devices.
- Installs and assists with problems on printers and other peripheral equipment.
- Provides a wide range of technical assistance and electronic repair services, including servicing audio/visual (a/v) systems.
- Provides a variety of specialized support and serves as a resource in the use of personal computer systems and software.
- Diagnoses and corrects hardware and software problems, including the performance of electronic repairs on computer components and a/v systems.

**PC Technician II:**

In addition to the above:

- Provides a variety of consultation support in the selection, purchase, installation, and use of personal computer hardware and software.
- Makes on-site visits to identify, correct, and provide assistance with a variety of problems.
- Prepares and distributes informational material regarding personal computer utilization and pricing.

**PC Technician III:**

In addition to the above:

- Works with PCOE and district staff in the maintenance of data base applications and performs a variety of special projects.

**Minimum Qualifications:**

**Employment Eligibility:**

- Successful candidate must provide proof of employment eligibility and verification of legal right to work in the United States in compliance with the Immigration Reform and Control Act.

**Education:**

- High School diploma or equivalent.

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### Experience:

**PC Technician I:** Two (2) years of work experience in assisting with the implementation and utilization of personal computers and software is required.

**PC Technician II:** Three (3) years of work experience in assisting with the implementation and utilization of personal computers and software is required.

**PC Technician III:** Four (4) years of work experience in assisting with the implementation of personal computers and software is required.

### Knowledge, Skills, and Abilities:

#### PC Technician I:

- Knowledge of data processing methods, systems, equipment, and applications, including utilization of on-line, network environments and connectivity equipment.
- Knowledge of microcomputer operating systems and software including file managers.
- Knowledge of technical repair methods and requirements for information services equipment.
- Knowledge of methods of interfacing and configuring microcomputers and peripherals.
- Skills to diagnose and identify software and hardware problems.
- Skills to resolve user issues.
- Skills to analyze and correct user microcomputer equipment, software, and operating problems.
- Ability to perform end user training techniques and methods.
- Ability to deal tactfully and courteously with users in training and technical assistance environments.
- Ability to establish and maintain cooperative working relationships.
- Ability to advance professional development and education of industry methodologies.

#### PC Technician II:

In addition to above:

- Knowledge of data base software, spreadsheets, word processing and graphics.
- Skills to make highly technical electronic repairs.
- Skills to train and assist users with the utilization of personal computers and software packages.
- Ability to develop technical informational material and asset inventory data.
- Ability to analyze performance data.

#### PC Technician III:

In addition to above:

- Knowledge to provide a variety of consultation and advice on the selection, purchase, installation, and use of personal computers, peripheral hardware and software.
- Skills to support and maintain data base applications.

### Required Testing:

- Applicants may be tested.

### Certificates & Licenses:

- Must possess a valid California driver's license issued by the State Department of Motor Vehicles.

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### PC Technician I:

- Comprehensive experience and training in electronic repair related to personal computers is preferred.
- A+ Computing Technology Industry Association (Comp TIA) certification is preferred.

### PC Technician II & III:

- Comprehensive experience and training in electronic repairs related to personal computers is preferred.
- A+ Computing Technology Industry Association (Comp TIA) certification and Desktop Support Technician Certification is preferred.

### Clearances:

- Criminal Justice Fingerprint Clearance
- TB Clearance

### Work Environment:

- Work is performed in an office or school environment, continuous contact with staff, and representatives of other agencies.

### Physical Requirements:

- The usual and customary methods of performing the job's functions requires the following physical demands: occasional lifting, carrying, pushing and/or pulling; some climbing and balancing, some stooping, kneeling, crouching; reaching, handling, fingering and/or feeling.
- Manual dexterity to operate a telephone and enter data into a computer.
- Facility to sit at a desk, conference table or in meetings of various configurations for extended periods of time with or without reasonable accommodation.
- Facility to see and read, with or without visual aids, laws and codes, rules, policies and other printed matter, and computer screens and printouts with or without reasonable accommodation.
- Facility to hear and understand speech at normal room levels and to hear and understand speech on the telephone with or without reasonable accommodation.
- Facility to speak in audible tones so that others may understand clearly in normal conversations, in training sessions, and other meetings with or without reasonable accommodation.
- When applicable, facility to determine and differentiate colors with or without reasonable accommodation.
- When applicable, facility to drive an automobile or to arrange a consistent method of transportation.

Note: This list of essential functions and physical requirements is not exhaustive and may be supplemented as necessary in accordance of the job.


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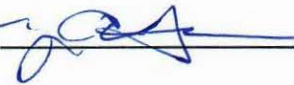
**FLSA Status:** Non-exempt

**Employee Group:** Classified

**Salary Grade:** PC Technician I: 29.5  
PC Technician II: 31.5  
PC Technician III: 33.5

Reviewed and Approved:

Supervisor:  Date: 9/30/14

Human Resources:  Date: 9/30/14