PC Technician (Full-Time)

Start Date: 11/01/2019, Starting salary: $19.94 hourly

The Hall County IT Department is accepting applications for the full-time position of PC Technician. If interested, please mail completed employment application, references and resume to Doug Drudik, 121 S Pine St. Ste. 3, Grand Island, NE 68801 or e-mail to dougd@hallcountyne.gov. Position is open until filled. Applicants will be subject to a criminal background check. Hall County does not discriminate on the basis of race, color, national origin, sex, religion, age or disability in employment or provision of services.

Definition:

Under supervision of the Hall County IT Director, installs, maintains, troubleshoots and upgrades computer hardware, software, personal computer networks, peripheral equipment; assesses user training needs and trains users in effective use of applications; prepares documentation and provides user assistance to County staff; and performs related work as required. Perform general technical support functions, including physical installation, assembly, configuration and maintenance of the personal computer network linking all County departments. An essential element of this classification is the provision of prompt and effective problem-solving and troubleshooting to County employees through direct and/or remote assistance when system failures or dysfunctions occur.

Examples of Key Duties: (Duties are illustrative and not inclusive and may vary with individual assignment.)

- Installs, configures and upgrades operating systems and software, using standard business and administrative packages; may modify specific applications for use in operational departments.

- Installs, assembles and configures computers, monitors, network infrastructure and peripherals such as printers, scanners and related hardware.

- Troubleshoots problems with computer systems, including troubleshooting hardware and software, e-mail, network and peripheral equipment problems; makes repairs and corrections where required.

- Acts as a technical resource in assisting users to resolve problems with equipment and data; implements solutions or notifies outsource providers as required.

- Manages the County's server/network tape backup hardware and software.

- Assists in instructing County staff in the use of standard business and administrative software, including word processing, spreadsheets and database management; provides instruction or written documentation where required.

- Performs other duties of a similar nature or level.

Qualifications:

Education and Experience:

Equivalent to completion of two years of college-level coursework in computer science, information technology or a related field and two years of general computer installation, maintenance and repair experience; or, an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job as listed above.

Physical Requirements and Working Conditions:

Must possess mobility to work in a standard office setting and to use standard office equipment, stamina to maintain attention to detail despite interruptions, strength to lift and carry objects weighing up to 50 pounds; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone.

Knowledge of: (at entry)

Computer hardware, software and peripherals such as workstations, servers, monitors, cables, network systems and printers; Current technology related to County applications, networks and telecommunications and the equipment and software required to maximize system support; Procedures for installing, configuring, upgrading, troubleshooting and repairing applicable software, hardware and peripherals; and Techniques for explaining technical concepts and procedures to non-technical users.

Skill in: (at entry)

Installing, configuring and upgrading operating systems and software. Installing, configuring, assembling and repairing computers, monitors, network infrastructure and peripherals such as printers and related hardware; Troubleshooting and solving hardware and software problems; Instructing users on new or upgraded computer applications and hardware; Using initiative and independent judgment within established guidelines and procedures; Organizing own work, setting priorities and meeting critical time deadlines; and Communicating effectively with co-workers, subordinates, superiors, the general public, representatives of public and private organizations and others sufficient to exchange or convey information.