



Job Specification

Job Title: PC Maintenance Technician, Associate
BCAT Code: 603X AZ
Pay Grade: G11

Effective Date: April 1, 2007
Revision Date: February 1, 2007
FLSA Status: Non-Exempt

General Description

Provides entry-level computer maintenance support to faculty and staff, for instruction, research, and administration. This support includes the maintenance and troubleshooting of computer equipment.

Examples of Duties

- Maintains, troubleshoots, and diagnoses PCs and/or MACs.
- Upgrades PCs and/or MACs equipment.
- Provides maintenance service support to users of PCs and/or MACs.
- Documents maintenance conducted on PC and/or MAC equipment.
- Attends self-development training sessions.
- Configures PC and/or MAC equipment as needed.
- Maintains inventory of database or property control of PCs and/or MACs.
- Trains and orients users of PCs and/or MACs equipment.
- Performs other entry-level specialist duties as assigned.

Knowledge, Skills, and Abilities

- Knowledge of computer maintenance, installation, and troubleshooting, practices and equipment.
- Knowledge of integrated systems and some event driven programming.
- Knowledge of Windows 2000 & XP, Banner, Spectrum, Unix, and an understanding of client/server computing.
- Ability to multi-task and use independent judgment.
- Effective time management, customer service, analytical, and organizational skills.
- Ability to communicate effectively verbally and in writing.

Minimum GSU Hiring Standards

Bachelor's degree and one year of experience; or a combination of education and experience.

The above is a general description of duties performed by employees holding this job title and does not represent a complete list of duties that may be assigned to an employee.