



**Job Specification**

**Job Title: PC Maintenance Technician, Intermediate**  
**BCAT Code: 603X BZ**  
**Pay Grade: G13**

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

---

**General Description**

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

**Examples of Duties**

- Installs, maintains, troubleshoots, and diagnoses PCs and/or MACs.
- Upgrades PC and/or MAC equipment.
- Consults and 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 PC and/or MAC equipment.
- Conducts PCs and/or MACs imaging utilizing imaging software.
- Performs other professional 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 two years 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.*