



Job Specification

Job Title: PC Maintenance Technician, Lead
BCAT Code: 603X CA
Pay Grade: G15

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

General Description

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

Examples of Duties

- Guides the installation, maintenance, troubleshooting, and diagnoses of PCs and/or MACs.
- Upgrades PCs 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.
- Coordinates the configuration of PCs and/or MAC equipment as needed.
- Coordinates the maintenance of database inventory or property control of PCs and/or MACs.
- Trains and orients users of PCs and/or MACs equipment.
- Conducts PCs and/or MACs imaging utilizing imaging software.
- Performs other advanced 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.
- Effective time management, customer service, analytical, supervisory, and organizational skills.
- Ability to communicate effectively verbally and in writing.

Minimum GSU Hiring Standards

Bachelor's degree and three 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.