

CITY OF DALY CITY
JOB SPECIFICATION
EXEMPT

SENIOR PC/LAN TECHNICIAN

DEFINITION

Under limited supervision, performs skilled technical work on the City's Personal Computers, Local Area Network, and network servers, including hardware, software and peripherals, supervises the work of lower level staff, and performs other duties as assigned.

EXAMPLES OF DUTIES

Analyses, troubleshoots, and repairs computer systems and peripherals; provides end-user support for hardware and desktop applications; assists end-users in understanding personal computer functions and software application features; installs, replaces, and upgrades personal computer hardware, software and peripherals; develops and presents training programs for end users; provides day-to-day support and maintenance of the City's phone system.

MINIMUM QUALIFICATIONS

Knowledge of: Microsoft office automation applications and operating systems; network infrastructure devices such as hubs, routers, and switches; TCP/IP and other network protocols; antivirus and other security precautions; PC hardware/software troubleshooting and resolution; network security; system backup and recovery techniques; file system management; hardware setup and configuration.

Ability to: Apply industry-standard techniques for servicing personal computers, including installation, upgrade, and replacement of hardware, software, and peripherals; communicate effectively and appropriately, both verbally and in writing; lift and move computers and related equipment safely; interact positively and cooperate with co-workers, respond politely to customers, work as a team member, function under demanding time pressure, respond in a positive manner to supervision, and attend work and perform duties on a regular and consistent basis.

Experience: A minimum of three years of full-time experience in maintenance of personal computers.

Education: High school graduation or equivalent. An Associate Degree or vocational training in Computer Science or a related field, and/or an A+ Certification is desirable.

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License: Possession of a valid Class C California Drivers License.

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