

CITY OF DALY CITY  
JOB SPECIFICATION  
EXEMPT

**PC/LAN TECHNICIAN I-II**

**DEFINITION**

PC/LAN Technician I: Under supervision, performs skilled technical work on the City's Personal Computers and Local Area Network, and network servers, including hardware, software and peripherals, and performs other duties as assigned.

PC/LAN Technician II: Under general supervision, performs complex technical work on the City's Personal Computers and Local Area Network, and networks servers, including hardware, software, and peripherals, may supervise the work of lower level staff, and perform other duties as assigned. Positions in this class require frequent use of a high degree of independent judgment and interpretative ability. Duties do not always follow standard routines; the employee recommends changes in methods and procedures when necessary. The class is required to have operating knowledge of computer systems and greater overall experience.

Positions in the PC/LAN Technician II classification are flexibly staffed and normally filled from advancement from the PC/LAN Technician I class, or when filled from the outside, require specific technology experience. Appointment to this class requires the employee to be performing substantially the full range of PC/LAN Technician duties and to meet the qualifications for the class. The class requires the ability to work independently exercising judgment and initiative and a greater knowledge of the City's computer systems.

**EXAMPLES OF DUTIES**

Analyzes, 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; may assist in developing and presenting 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.

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**Ability to:** Apply industry-standard techniques for servicing personal computers, including installation, upgrade, and replacement of hardware, software, and peripherals; 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:**

PC/LAN Technician I: A minimum of one year of full-time experience in maintenance of personal computers.

PC/LAN Technician II: Three years of full-time experience in maintenance of personal computers.

**Education:**

PC/LAN Technician I: Graduation from high school or equivalent.

PC/LAN Technician II: Graduation from high school or equivalent. An Associate Degree or vocational training in Computer Science or a related field, and/or an A+ Certification is desirable.

**License:** Possession of a valid Class C California Driver's License.

R: 10/06/2020