

PC NETWORK TECHNICIAN - TRAINEE

DEFINITION

A trainee position in PC network operations, responsible for installing desktop PC systems and application software in a networked environment, identifying and resolving problems with PC hardware and software, with participation in a training program designed to prepare the incumbent for increasingly technical PC and network related responsibilities as skills and abilities are acquired.

EXAMPLES OF DUTIES

Delivers and installs personal computers and connects them to the network as required; delivers and installs hardware peripherals such as printers and scanners and connects them; obtains software requirements from the end user and installs the appropriate network configuration/operating platform and application software; tests installed hardware and application software to make certain hardware and software are working as expected; identifies, resolves or repairs hardware and software problems; provides basic support to end users and participates in employee training and development activities.

EMPLOYMENT STANDARDS

Education and Experience: High school diploma or GED is required. Limited experience using a personal computer and hardware peripherals is also required. Note: This position does not require any formal education or experience in PC network support.

Knowledge, Skills and Abilities: Basic knowledge of PC hardware peripherals, the Microsoft Office Suite application software and network concepts; written and oral communication skills; ability to learn quickly and apply abstract concepts; ability to analyze a problem to determine the cause; problem solving ability to determine the best way to resolve problems for the end user; ability to balance, prioritize and organize multiple tasks; interpersonal skills to interact with end users when installing equipment or software, etc.; must be able to lift up to fifty (50) pounds unassisted and heavier loads with assistance.

Special Requirements: The incumbent is required to participate in a formalized training program designed by the Division of Information Management to acquire necessary skills to perform increasingly technical network and PC support tasks. As the training program progresses, the incumbent is expected to apply acquired knowledge and skills and assume more technical responsibilities.

PC NETWORK TECHNICIAN – APPRENTICE (HELP DESK)

DEFINITION

A trainee position assigned to the Help Desk, will provide customer service to end users, troubleshoot and resolve problems with hardware and software and install desktop PC systems and application software in a network environment. Participation in a training program is designed to prepare the incumbent for increasingly technical PC and network related responsibilities as skills and abilities are acquired.

EXAMPLES OF DUTIES

Deliver and install personal computers, hardware peripherals such as printers and scanners and connect them; obtain software requirements from the end user and install the appropriate network configuration/operating platform and application software; test installed hardware and application software to make certain hardware and software are working as expected; identify, resolve or repair hardware and software problems; provide basic support to end users and participate in employee training and development activities.

EMPLOYMENT STANDARDS

Education and Experience: Any combination of training and experience equivalent to a two year degree in Computer Science, Information Technology or related field and a minimum of one year experience in a customer focused, technical support environment.

Knowledge, Skills and Abilities: Basic knowledge of PC hardware peripherals, the Microsoft Office application software and network concepts; written and oral communication skills; ability to learn quickly and apply abstract concepts; ability to analyze a problem to determine the cause; problem solving ability to determine the best way to resolve problems for the end user; ability to balance, prioritize and organize multiple tasks; interpersonal skills to interact with end users when installing equipment or software, etc.; must be able to lift up to fifty (50) pounds unassisted and heavier loads with assistance.

Special Requirements: The incumbent is required to participate in a formalized training program designed (by the Division of Information Management) to acquire necessary skills to perform increasingly complex customer service, technical network and PC support tasks. As the training program progresses, the incumbent is expected to apply acquired knowledge and skills and assume more technical responsibilities.

