



## **JOB DESCRIPTION**

### **TITLE:**

Personal Computer (PC) Technician

### **FUNCTION:**

The PC Technician is responsible for technical support to all departments in the areas of computer hardware and software.

### **RELATIONSHIPS:**

The PC Technician functions with direction and supervision from the Assistant Vice-President for Computer Services, and interacts with college employees in coordination with appropriate vice-presidents and/or management personnel.

### **DUTIES AND RESPONSIBILITIES:**

The incumbent has the following duties and responsibilities:

#### Functional Duties

- > Performing troubleshooting and maintenance functions and providing end user support.
- > Installing, assembling, configuring, and troubleshooting workstations/laptops and related hardware and peripheral equipment.
- > Installing and configuring software, e-mail, and network connectivity making repairs and corrections where required.
- > Researching solutions and providing end user support on site and remotely regarding supported software and hardware.
- > Acting as a technical resource in assisting users to resolve problems with equipment and data access.
- > Providing instruction in the use of standard business software, including word processing, spreadsheets and database management; and/or providing written documentation as applicable.
- > Assisting with the research and acquisition of new or upgraded hardware and software systems; maintaining current knowledge of hardware, software and network technology and recommending modifications as necessary.
- > Providing technical support and training to end-users.

#### Customer Service

- > Interacting effectively with faculty, staff, students, and the community in a cooperative, courteous, and professional manner.
- > Explaining Computer Services policies and procedures to faculty, staff and students.
- > Handling all correspondence (oral, written, or electronic) with confidentiality.

### Professional/Personal Development

- > Participating in community college sponsored or endorsed professional/personal development activities.
- > Pursuing professional development courses, seminars, and workshops to enrich and/or enhance the quality of technician duties.

### Other

- > Serving on appropriate committees and teams as assigned.
- > Assisting with the reaccreditation process as assigned.
- > Complying with the College's policies and procedures.
- > Representing the College in local, regional, state-wide, and national technology organizations.
- > Maintaining a neat, professional office environment/setting.
- > Promoting Robeson Community College with local, state, regional and national citizenry.
- > Participating in staff meetings called to expedite the business of the college.
- > Performing other duties as assigned by the Assistant Vice-President of Computer Services of Robeson Community College.

## **QUALIFICATIONS:**

The incumbent must meet the following minimum qualifications:

### Education

A minimum of an Associate Degree in Information Systems or related field is required.

### Experience

A minimum of one (1) year experience in an information technology field in a public or private setting is required.

### Physical Demands

The percentage range listed below is used to qualify the physical demands of the job:

0% Never, 1-33% Occasional, 34-66% Frequent, 67-100% Continuous

The job requires a full range of body motion that includes:

- > Standing/Walking - Frequent
- > Bending/Stooping - Frequent
- > Lifting/Handling - Frequent
- > Carrying - Frequent
- > Push/Pull - Occasional
- > Balancing - Occasional
- > Twisting/Turning - Continuous
- > Kneeling/Crouching - Occasional
- > Reaching - Frequent
- > Handling/Manual Dexterity/Feeling – Continuous

- > Speaking/Hearing – Continuous
- > Tasting/Smelling – Occasional
- > Seeing (all aspects) – Continuous
- > Use of Hands - Continuous

**LOCATION:**

The PC Technician will be located at Robeson Community College. The President and/or Division Vice-President may at his/her discretion relocate the office to a more appropriate location in order for the college to carry out its mission.