**Pierce County**

**Position Description**

**Name: Department:** Information Services

**Date:**  2024 **FLSA Status:** Non-exempt

**Position Title**: Computer Technician **Reports To:** Information Services Director

**Purpose of Position:**

The purpose of this position is to provide installation, maintenance, and support for the Pierce County computer network. This includes computer hardware and software, networking and telephony. This position performs general technical support functions including physical installation, assembly, configuration and maintenance of the county computer network, servers, personal computers, peripheral equipment and communications equipment.

**Essential Duties and Responsibilities**

**To perform this job successfully, an individual must be able to perform each essential function satisfactorily and in a timely manner. The following duties are normal for this position. These are not to be construed as exclusive or all inclusive. This position description is not intended as complete list of job duties, responsibilities, and/or essential functions. Other duties may be required or assigned. This position description is not intended to limit or modify the right of any supervisor to assign, direct, and control the work of employees under his/her supervision. The County retains and reserves any and all rights to change, modify, amend, add to or delete, from any section of this document as it deems, in its judgment, to be proper.**

* Installs, configures and upgrades operating systems and software on servers, desktops, laptops, switches, and phones.
* Installs, assembles and configures computers, monitors, network infrastructure and peripherals such as printers, scanners and related hardware.
* Troubleshoots problems with computer systems including hardware, software, e-mail, telephony, network, and peripheral equipment.
* Provides help desk functions, acts as a technical resource and trains end users on use of hardware and software.
* Assists with the planning, design, research and acquisition of new or upgraded hardware and software systems.
* Programs departmental databases Maintains backups of networked servers and performs restores. Maintains current knowledge of software, hardware, network, and telecommunications technology.

**Minimum Qualifications:** An Associate Degree in Information Systems, Computer Science or a closely related field, plus 3 years of experience in PC hardware and software installation and troubleshooting in a network environment OR any combination of education and experience that provides equivalent knowledge, skills and responsibilities. Valid Driver’s License

**Preferred Qualifications:** Experience working in Public Sector preferred. Proficiency in Active Directory and Microsoft Office software.

**Knowledge, Skills, and Abilities**

Ability to organize work and develop work procedures with minimum supervision; ability to establish and maintain effective working relationships with end users; ability to document instructions and maintain records. Must be able to multi task and be a ‘jack of all trades’ in technology. Must be able to diagnose and solve technology related problems with minimum supervision. Must be dependable, tactful, and maintain confidentiality. Must have excellent verbal and written communication skills plus a strong attention to detail. Must have excellent interpersonal skills to be able to work with employees at all levels within the organization. Demonstrated ability to work independently and in a team environment to effectively prioritize tasks, identify problems, and propose alternative solutions. Ability to add, subtract, multiply, and divide, using whole numbers, common fractions and decimals. Must be able to read, write, and understand English.

**Physical Requirements**

This work requires the frequent exertion of up to 10 pounds of force and occasional exertion of up to 50 pounds of force; work requires speaking and hearing, repetitive motions, frequently requires sitting, standing and reaching with hands and arms and occasionally requires, walking, climbing stairs, balancing, stooping, kneeling, crouching or crawling, pushing, pulling and lifting. Work requires close vision, ability to adjust focus, color perception and peripheral vision, vocal communication is required for expressing or exchanging ideas by means of the spoken word and conveying detailed or important instructions to others accurately, loudly or quickly; hearing is required to perceive information at normal spoken word levels and to receive detailed information through oral communications and/or to make fine distinctions in sound; work requires preparing and analyzing written computer data, operating machines and observing general surroundings and activities.

**Special Requirements**

Must be able to pass a background investigation for law enforcement purposes.

**Environmental Ability**

Ability to work under generally safe and comfortable conditions where exposure to environmental factors poses little risk of injury.

Pierce County is an Equal Opportunity Employer. In compliance with the American Disabilities Act, the County will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

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Employee’s signature Date Supervisor’s signature Date

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Personnel Department Date