

PACIFIC PRESS® PUBLISHING ASSOCIATION
JOB DESCRIPTION

POSITION TITLE: PC Support Technician

REPORTS TO: Director of Information Technology Services

SUMMARY: The PC Support technician responds in a consistent and timely manner to requests for support of user problem calls/requests to service personal computers, printers, local area network devices, peripheral equipment, and software configuration requirements. Configures, installs, and moves new and/or existing hardware/software in support of user requests or other IT project requirements.

ESSENTIAL FUNCTIONS OF THE JOB:

- I. Provides fast, efficient response to hardware support requests through diagnosing and repairing PC and MAC hardware problems. Takes on incident ownership responsibilities for all open incidents assigned. Is responsible for the incident until resolved, or until ownership is transferred/confirmed. Escalates problems that cannot be effectively resolved in a timely manner to other appropriate IT personnel for resolution.
- II. Provides software support for PC and Mac operating systems such as Windows 7, Windows 10 Professional, and Mac OS X as well as Microsoft applications and Adobe applications.
- III. Updates and maintains the status of open calls within the IT job Log database. Accurately documents the resolution for all calls. Ensures that the end user concurs that the incident/request is complete prior to the incident being closed.
- IV. Configures and installs new PC and MAC Systems hardware and software and performs upgrades to existing PC and MAC systems where appropriate.
- V. Instructs users in the basic operation of PC and MAC systems associated peripherals where applicable.
- VI. Recommends to the Director of Information Technology Services new hardware to meet individual needs.
- VII. Maintains a well-organized inventory of microcomputers, related devices, spare parts, and other peripheral equipment. Collaborates with the Director of Information Technology Services in the purchase of spare parts and equipment repairs.
- VIII. Uses positive communication when working with end users and fellow staff members to ensure that the IT support environment is viewed positively and effectively.
- IX. Continually reviews available literature to remain updated on new systems and capabilities. Uses initiative to learn and enhance one's education and knowledge with the different systems and applications.
- X. Supports Pacific Press Publishing policies regarding PC and MAC hardware and software as defined by Pacific Press Publishing Management.
- XI. Works a flexible schedule that may require extended nighttime and/or weekend hours as required for system configurations and/or emergency problem resolutions.
- XII. Maintain regular attendance at work and work overtime as required.
- XIII. Comply with Pacific Press employee handbook guidelines
- XIV. This job description is not intended to be all-inclusive; the PC Support Technician I will also perform other reasonable related business duties assigned by the Director of Information Technology Services.

EXPERIENCE: A minimum of two years of experience with PC and MAC hardware maintenance. Experience with Microsoft and Apple operating systems is required; knowledge in Microsoft network operating systems highly desirable.

EDUCATION: Training in a variety of software application including word processing, electronic publishing, spreadsheets, and databases is preferred. A+ certification is desirable

PHYSICAL Must be able to lift and move computer equipment weighing up to 60 lbs. Occasional exposure to physical

REQUIREMENTS: danger and some relatively unpleasant conditions such as working with dusty equipment, wiring, etc. as well as electrical shock and back strain from moving heavy equipment. Odd and sometimes extended nighttime hours are required for some emergency problems resolutions and/or system configurations.