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**Schedule-ARUA-DERS-17(c)-12**

**POSITION TITLE:** PC Support Analyst  
**DEPARTMENT:** Information Technology  
**REPORTS TO:** Manager of Desktop/Lan Support

**GENERAL SUMMARY OF DUTIES:**

- Under general supervision responsible for performing analytical, technical and administrative work in the planning, design, installation and trouble shooting of new and existing microprocessor-based computer systems.
- Consults with client area management and staff regarding PC and LAN systems and equipment problems or malfunctions and recommends solutions.
- Performs restorative and maintenance actions either remotely or at the end user's location to resolve problems, using troubleshooting and technical skills. Responds to situations where standard procedures have failed in isolating or fixing problem equipment or software installations.
- Maintains accurate information and data regarding end-user issues within the tracking system and according to policies and standards.
- Assists in the evaluation of new personnel end-user computing packages and equipment, as well in the implementation and testing of prototypes.

**ESSENTIAL TASKS/FOCUS:**

- Maintains the Information Center facilities, computers, and software to ensure they are ready for use when needed using technical manuals and expertise.
- Liases with Department employees, other agencies and the general public to provide information and resolve issues using effective communications skills.
- Performs 1<sup>st</sup> level administrative functions for assigned LAN (e.g. creates, deletes, renames user ID's; creates shared file areas; grants access rights to file, print and application resources).
- Performs 1<sup>st</sup> level administrative functions for Electronic Mail System (EMS) (e.g. creates, deletes and modifies user ID's; creates and modifies organizational groups, creates, modifies and deletes printers, etc.) to provide customers with access to the electronic mail systems, facilitate use of the network, and maintain personal computer software, and utilities software.
- Manages shared directories by checking for correct authorization and adding/deleting users.
- Troubleshoots and solves Desktop/Laptop hardware and software problems to assist users in gaining greater access and handling of data using knowledge of the PC hardware and software.
- Configures, installs, maintains and upgrades user hardware (e.g. microcomputer CPU, monitor, speaker, printer, etc.).
- Installs, maintains and upgrades user software (e.g. charting and graphing, database, desktop publishing, fund financial accounting, spreadsheet, word processing, etc.) to enable users to operate within the capabilities of the personal computer and/or Local/Wide Area Network environments using technical expertise and a LAN/WAN workstation.
- Prepares status reports to inform supervisor of progress on assignments using a personal computer and appropriate software.



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- Implements and maintains software applications to facilitate employee work processes using LAN workstation.
- Provides technical assistance to users to resolve problems and help them utilize LAN workstations more efficiently using vendor technical support services, analytical skills, and knowledge of the systems.
- Remains current on job-specific and departmental topics through training courses, workshops, seminars, professional organizations, professional publications, etc. to apply appropriate policies and technologies to assigned systems.
- Tracks software licensing to insure software legality by using appropriate software
- Assists with the writing of documentation of the use of applications programs using applications manuals, technical notes and experience with applications.
- Maintains accurate inventory tracking of all computer hardware to ensure items are properly tagged, inventory is rechecked as required.
- Develops testing plans, tests and reviews, new and modified systems and programs to ensure all programs and systems meet client specifications, standards, guidelines and efficiency requirements.
- Conducts and/or attends administrative and/or technical meetings or conferences to obtain and/or disseminate information regarding assigned work area issues.
- Writes desktop documentation to provide written support and backup of the system functions using a personal computer, hardware, and software. Reviews and revises training workbooks, manuals, instructions and procedures to facilitate user training using a personal computer and appropriate software.
- Prepares old and unused automated equipment for reallocation to surplus (e.g. remove user files, remove applications not to be transferred, reformat drives, etc.) to ensure no sensitive data leaves the section using applicable software and evaluation of what can be legally transferred.
- Advises management on in-house and industry trends that may keep the work unit from meeting its goals and objectives using oral and written reports and analytical skills.

#### **QUALIFICATIONS:**

- Post secondary degree or diploma from an accredited educational institution
- Minimum 3 years of experience in working with Intel PCs, Laptops supporting Win95/98/NT/2000, Network Printers and 1<sup>st</sup> level NT/2000 administration, DHCP, TCP/IP
- Proven time management and organizational skills
- Proven analytical and problem solving skills and the ability to recommend solutions
- Proven skills in adjusting priorities and work schedules as necessary to meet project deadlines
- Ability to adapt to rapidly developing and changing technology

#### **KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED:**

- Knowledge of the principles, concepts, capabilities, and operations of microcomputer hardware, data storage devices and peripherals (e.g. personal computers; LAN servers; hard, floppy and magnetic tape drives; printers; modems; CD-Rom drives; keyboards; mice; etc)
- Skill in the use of mainframe and personal computer hardware and peripheral devices
- Knowledge of mainframe and personal computer based electronic mail systems and their capabilities.



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- Knowledge of current technological trends for mainframe, client/server, and personal computer information systems
- Knowledge of the various Desktop/Laptop operating systems (e.g. Microsoft Windows, Windows 95/98/NT/2000, Linux and etc.)
- Knowledge of technical computer terminology
  
- Skilled in reviewing, interpreting, and proofreading comprehensive, analytical, statistical, technical, and administrative reports, documents, and manuals.
- Skilled in evaluating commercial programs and systems
- Skilled in analyzing user needs to design appropriate system modifications to meet the identified requirements.
- Skilled in developing logical conclusions and implementing practical solutions to highly complex Desktop/Laptop technical problems
- Skilled in working independently as well as part of a team
- Skilled in performing under pressure and meeting deadlines
- Skilled in assisting customers with computer related problems.
- Knowledge of troubleshooting techniques on hardware and software (e.g. personal computer, communications equipment, etc.)
- Skilled in installing and configuring computer equipment
- Skilled in analyzing, diagnosing and resolving software and hardware problems and their inter-relationships with available tools (e.g. personal computer and peripherals, network equipment, communications equipment, etc.)
- Skilled in using commercial microcomputer software (e.g. word processing, spreadsheet, groupware, project management, flowchart, etc)
- Skilled in developing and maintaining effective working relationships with individuals at all levels of an organization
- Skilled in recognizing hardware and software problems and implementing effective solutions
- Ability to define accurately and clearly specifications for PC's
- Ability to interpret information about technological issues and advances

***Successful Candidate Requirements:***

Some evening and weekend work may be required. Ability and willingness to work overtime if required maintaining schedules and/or emergency situations. Responds to 24-hour emergency calls for assistance to perform emergency corrective actions to return applications programs and systems to operational mode during off-duty hours.