

COMPUTER SERVICES TECHNICIAN-AMP

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DEFINITION

Under general supervision, provides enterprise technology systems support. Installs, configures, troubleshoots and maintains a variety of computers and peripheral equipment including mobile devices, displays, printers, and other hardware and software; provides hardware and software related training, technical assistance and support to computer users. Upholds cybersecurity practices by coaching users on best practices and maintaining up to date and patch levels on end user hardware and software. Performs other related work as required.

EXAMPLES OF DUTIES

1. Installs, upgrades, and migrates user computer workstations, mobile devices, and various other electronic devices and related hardware.
2. Provides technical support, user assistance and training; responds to user questions and concerns, and assists in interpreting user needs and implementing solutions; develops training documents.
3. Troubleshoots hardware problems; diagnoses and resolves problems and malfunctions related to personal computers and peripherals; inspects and tests equipment to determine feasibility of repair; orders and installs replacement parts or secures warranty-covered repair; operates test equipment and related tools and equipment.
4. Installs, tests, troubleshoots and maintains computer hardware and software including personal computer operating systems; performs computer hardware and software upgrades; analyzes and corrects software errors; removes malware infections; recommends changes in hardware, software and utilities as appropriate.
4. Maintains up-to-date information regarding software needs and software availability from manufacturers; previews software; evaluates software releases for prospective applicability; recommends the purchase of new and replacement hardware and software; ensures software licenses are current and tracked.
5. Communicates with vendors, suppliers and staff concerning equipment and program installations and warranties.
6. Participates in inventory and equipment tracking. Prepares and maintains various inventory and help desk reports, summaries and records.
7. Provides end user guidance and training on cyber security best practices such as avoiding phishing attempts and malware.
8. Participates and completes recurring training and reviews for electric utility cyber security standards in order to maintain compliance. Executes and performs security recommendations provided from trainings.
9. Participates and upholds defined procedures for system security, confidentiality, and data backups.
10. Installs, upgrades, and migrates user computer workstations utilizing system imaging technology.
11. Establishes and troubleshoots basic Local Area Network (LAN) connectivity with computers and mobile devices.
11. Maintains help desk ticketing system and knowledge base. Escalates unresolved issues to appropriate IT resource. Ensures tickets are prioritized and resolved in a timely fashion. Maintains end-user communication of updates for extended unresolved issues.
12. Supports audio, video, and conferencing equipment in conference rooms

EMPLOYMENT STANDARDS

Education/Experience

Any combination of education and experience likely to provide the required knowledge and abilities. A typical way to obtain the knowledge and abilities would be:

Education: Graduation from high school supplemented by college or technical course work in computer science and information systems.

Experience: Progressively responsible journey level experience in the installation, setup, troubleshooting and maintenance of computers and peripheral equipment, and in providing technical user support for computer hardware and software. Experience with designated environments, equipment, systems and/or software is highly desirable. Certifications in

CompTIA A+ and CompTIA Network+ are highly desirable.

Knowledge

Knowledge of computer equipment, applications, operations, and peripheral equipment; basic theory and principles of electronics; methods, tools and procedures used in the installation, repair, maintenance, enhancement and configuration of computers, peripheral equipment and workstations; designated hardware, software, and operating systems.

Ability

Ability to effectively install, configure, troubleshoot, and maintain a variety of computers and peripheral equipment; train and provide technical support to users in computer operation and software use; learn and train users in software specific to staff needs; read and interpret documents such as operating and maintenance instructions and technical procedure manuals; effectively present information and respond to questions from staff and vendors; define problems, collect data, establish facts and draw valid conclusions; interpret an extensive variety of technical instructions and work effectively with abstract and concrete variables; schedule and perform work to meet established time lines; establish and maintain accurate records; prepare reports and summaries; maintain level of knowledge required for satisfactory job performance; establish and maintain effective working relationships with employees, vendors, contractors and the public.

Special Requirements

Willingness and ability to work outside regular scheduled hours to meet operational needs.

Other Requirements

Possession of a valid California Driver's License and satisfactory driving record at the time of appointment is required as a condition of initial and continued employment only if the operation of a vehicle, rather than the employee's ability to get to/from various work locations in a timely manner, is necessary to perform the essential functions of the position.