

PC Technician Job Description

Duties and Responsibilities:

- Carry out repair, modification, and installation of computer software, hardware, and peripheral devices, and resolve issues within area of training and authority
- Provide system users with technical training and assistance when necessary
- Get information about technical problems and technological issues by interviewing users; determine the source of error by leading users through diagnostic procedures; diagnose operator, software, and hardware problems
- Resolve user problems by defining the issue, researching for effective solution, isolating sources of the error, and applying the right technical solutions to successfully resolving the issue
- Perform installation of new IT software and hardware packages as instructed
- Perform maintenance of IT hardware, peripheral devices, and equipment
- Perform research on technical problems and suggest the right upgrades, repairs, and replacement as necessary
- Refer more complex technical issues beyond own expertise, training, and experience to senior technical staff for resolution; ensure tracking of the issue until it has been resolved
- Improve expertise and knowledge in maintaining higher levels of IT equipment, software, and hardware by completing cross-training programs
- Ensure customer records, work related issues, and restricted County information are kept in absolute confidence
- Carry out additional and related duties that may be assigned by supervisor or management.

PC Technician Requirements – Skills, Knowledge, and Abilities

- Possess high school diploma or its equivalent qualification, such as GED

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- Complete technical school training in computer technology
- Possess A+ Certification
- At least one year experience providing IT technical support
- Possess valid state driver's license
- Working experience with software and hardware supporting public safety
- Possess mobile computer hardware installation experience
- Strong knowledge of principles, standards, and processes of technical support principles
- Strong knowledge of networked environments and computer systems capabilities
- Outstanding skill to assess the support needs of customers and provide effective solutions
- Strong ability to apply procedures, equipment, and basic tools in successfully repairing and maintaining of computers and peripheral devices
- Strong knowledge of Windows operating systems, Anti-Virus, Networking hardware and Citrix PC, Email, TCP/IP Topologies or MS Office Ethernet, PC Emulation, Internet security
- Good customer relationship and communications skills
- Good experience with windows software, networks, and microcomputer.