Job Title: PC Maintenance Technician, Associate

BCAT Code: 09VE11
Pay Grade: G11  FLSA Status: Non-Exempt

Effective Date: April 1, 2007
Effective Date: July 1, 2013

General Description
Provides entry level support to faculty and staff in instruction, research, and administration by maintaining and troubleshooting computer equipment.

Examples of Duties
- Maintains, troubleshoots, and diagnoses PCs and/or MACs.
- Upgrades PC and/or MAC equipment.
- Provides maintenance service support to users of PCs and/or MACs.
- Documents the maintenance conducted on PC and/or MAC equipment.
- Attends professional development training sessions.
- Configures PC and/or MAC equipment as needed.
- Maintains the inventory database or property control of PCs and/or MACs.
- Trains and advises users on PCs and/or MACs equipment.
- Performs other entry-level specialist duties as assigned.

Knowledge, Skills, and Abilities
- Knowledge of computer maintenance, installation, and troubleshooting, practices, and equipment.
- Knowledge of integrated systems and some event driven programming.
- Knowledge of Windows, Banner, Spectrum, Unix, and an understanding of client and server computing.
- Effective time management, customer service, analytical, and organizational skills.
- Ability to multi-task and use independent judgment.
- Ability to communicate effectively verbally and in writing.

Minimum GSU Hiring Standards
Bachelor’s degree and one year of related experience; or a combination of education and related experience.

The above is a general description of duties performed by employees holding this job title and does not represent a complete list of duties that may be assigned to an employee.