Georgia State University

Job Title: PC Maintenance Technician, Lead

BCAT Code: 09VP07  Effective Date: April 1, 2007
Pay Grade: G15   FLSA Status: Non-Exempt  Revision Date: July 1, 2013

General Description
Provides advanced level computer maintenance support to faculty and staff for instruction, research, and administration, such as installing, maintaining, and troubleshooting computer equipment.

Examples of Duties
- Guides the installation, maintenance, troubleshooting, and diagnoses of PCs and/or MACs.
- Upgrades PC and/or MAC equipment.
- Consults and 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.
- Coordinates the configuration of PCs and/or MAC equipment as needed.
- Coordinates the maintenance of the inventory database or property control of PCs and/or MACs.
- Trains and advises users of PCs and/or MACs equipment.
- Installs PCs and/or MACs imaging, utilizing imaging software.
- Performs other advanced 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, supervisory, and organizational skills.
- Ability to communicate effectively verbally and in writing.

Minimum GSU Hiring Standards
Bachelor’s degree and three years 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.