# Lead Technician - PC

**Grade: 9**

**FLSA: Exempt**

**Date: 08/22**

Job Summary: Responsible for the repair, installation, configuration, and upgrade of all user desktop systems, associated peripherals, low voltage wiring, and communications equipment; works with other IT group managers to provide satisfactory integration of all computer systems; performs other duties as assigned.

**Essential Functions:**

1. Repairs, installs, configures, and upgrades all user desktop systems, associated peripherals, low voltage wiring, and communications equipment;
2. Works with other users and technicians to provide satisfactory integration of all computer systems;
3. Oversees the evaluation and testing of SMCG standard operating systems and applications software and hardware;
4. Makes recommendations on standards and configuration changes to Network Administrators, the Deputy Director, and the Director;
5. Assists in the development of standard operating procedures for the uniform installation and configuration of systems;
6. Provides adequate technical training to the SMCG user community;
7. Maintains inventories as required;
8. Provides monthly service request reports to the Director;
9. Advises the Director on funding requirements, and process improvements;
10. Maintains and increases professional knowledge through attending workshops and conferences, participating in professional associations and activities, and reading professional and local publications;
11. Performs other duties as assigned.
12. Functions as the Senior PC Technician within County Government operating with a higher level of independence than other Technicians and assists managers and supervisors in establishing standards and policies for County Government IT functions.

**Secondary Functions:**

1. Performs other duties as assigned within the department.

**Required Knowledge, Skills, and Abilities:**

1. Ability to gain advanced knowledge of St. Mary’s County Government policies and procedures;
2. Ability to act as a representative of St. Mary’s County Government to the public;
3. Expert knowledge of department practices and procedures;
4. Expert knowledge of relevant information technology;
5. Ability to repair, install, configure, and upgrade all user desktop systems, associated peripherals, low voltage wiring, and communications equipment;
6. Ability to effectively communicate with other staff members; ability to coordinate, advise, and work with other professionals;
7. Ability to prioritize and multitask;
8. Ability to review and analyze existing information and make informed and sound decisions; ability use available resources to research information;
9. Ability to prepare and analyze comprehensive reports; ability to keep accurate records;
10. Excellent written and oral communication skills;
11. Ability to obtain a valid C class drivers license;
12. Ability to operate relevant computer systems, including hardware and software.

**Education and Experience:**

1. Associates degree in a related field, or at least two of the following certifications: A+ Certification, CNE, MCSE, HP, Cisco or 3COM, Radio Communications;
2. Five years or more years in the field of PC technical support and/or network administration, or radio communications;
3. Or equivalent technical training, education, and/or experience.

**Physical and Environmental Conditions:**

Primarily an office and PC repair shop work environment. There may be some strenuous physical demands including lifting up to 50 pounds and climbing 12-foot ladders carrying weight up to 30 pounds. Individual must be able to work in tight and enclosed spaces.

Work involves risks or discomforts which require special safety precautions, e.g., working around moving parts, or equipment, use of safe work place practices with office equipment, and/or avoidance of trips and falls.

The above job description is not intended as, nor should it be construed as, exhaustive of all responsibilities, skills, efforts, or working conditions associated with this job.

Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions of this job.

I certify that this is an accurate statement of the essential functions and responsibilities of this position.

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HR Representative Date

Your signature below indicates that you have received a copy of this position description.

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Employee’s Signature Date