



Computer Technician

Job Description

Department: Information Systems
Position: Career Service
Grade: 723
Supervisory: No
Reports to: Division Manager – IT Operations

Summary

Under general supervision of the Division Manager – IT Operations, performs routine and technical computer support work associated with maintaining hardware, software, and related technology for County departments.

Essential Functions

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. Maintain integrity and continued operation of County computers and related peripheral equipment.
2. Provide workstation computer support; support outside users through operation of the help desk; provide telephone support for hardware and software and troubleshoot problems, as needed.
3. Install and upgrade software and hardware; provide onsite training for users, as needed.
4. Facilitate print jobs from a variety of sources sent to multiple printers.
5. Control network switches and monitor network connectivity between County sites; diagnose and resolve network connectivity problems and errors; configure workstation computers to operate on the County network.
6. Perform daily backups to multiple systems; run daily logs, backup, and inventory.
7. Monitor and maintain the operating environment of County data centers.
8. Diagnose problems and repair workstation computers, printers, routers, modems, network switches, servers, and related equipment.
9. Transport computer hardware and equipment to off-site locations using a pushcart or personal vehicle.

Knowledge, Skills, and Abilities

- Knowledge of computer systems used by the County
- Knowledge of computer peripherals
- Knowledge of telecommunications networks, servers, and operating systems software
- Knowledge of Windows, word processing, and spreadsheets

For Office Use Only

Job Code: 3021
Job Title: Computer Technician
FLSA: Non-Exempt
Effective Date: 2/29/2024
Public Safety: No

Worker's Compensation: Clerical
Background Level: I
Safety Sensitive: No
DOT: No
ML: Individual Contributor

- Knowledge of PC networks and data communication at all County sites
- Skilled in reading, writing, and basic math
- Skilled in operating and maintaining laser printers, personal computers, diagnostic equipment, routers, servers, modems, and mainframe equipment
- Ability to work effectively and positively within a team environment while maintaining cooperative relationships with users, key stakeholders, team members, and management
- Ability to communicate effectively verbally and in writing
- Ability to learn new technology, including hardware and software
- Ability to meet deadlines and reach goals

Supervisory Responsibility

This position has no direct supervisory responsibility but does serve as a coach and mentor for other positions in the department.

Work Environment

This job operates in a professional office environment, but is regularly performed in a stockroom, warehouse, or other partially environmentally controlled building or space. Work occasionally exposes incumbent to electrical hazards during systems installation and maintenance. This position exposes incumbent to stress due to project deadlines and systems failures and recovery. Work may expose the incumbent to high stress situations including contact with the public and others in confrontational, emotionally charged, or uncomfortable circumstances. This job requires traveling and transporting equipment to various building locations either on foot or by vehicle. Incumbent may be exposed to possible bodily injury from working on or transporting equipment, tools, or machinery. This role routinely uses standard office equipment such as a laptop, desktop, smartphone, photocopiers, shredders, and filing cabinets. The noise level in the work environment is usually moderate. The incumbent may be required to drive Utah County owned vehicles in the course of conducting County business and must abide by the Utah County Vehicle Policy.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is required to use manual dexterity to handle, feel, and operate objects, tools, and controls, and reach with hands and arms. The employee is frequently required to walk, stand, talk, and hear. Specific vision abilities by this job include close vision and ability to adjust focus. The employee is required to type, file, and lift supplies and equipment up to seventy-five (75) pounds. The employee frequently drives a motor vehicle.

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Position Type/ Expected Hours of Work

Incumbent must work forty (40) hours each week to maintain full-time status. There may be availability to work out a flex schedule ahead of time that works for both the County and the employee. Occasional evening and weekend work may be required as job duties demand.

Travel

Travel is primarily local during the business day, although some out-of-area and overnight travel may be expected, up to five (5) percent.

Required Education and Experience

1. Associate degree in computer science or a closely related field.
2. Two (2) years of work experience performing computer technical support activities.
3. Demonstratable work competence maintaining hardware, software, or related technology.
4. Equivalent combinations of education, experience, and demonstrated work competence may also be considered.

Preferred Education and Experience

1. Preference may be given to applicants who possess A+ certification or equivalent experience.
2. Preference may be given to applicants who possess Network+ certification or equivalent experience.

Additional Eligibility Qualifications

1. Applicants must possess a valid driver's license and obtain a valid State of Utah driver's license within sixty (60) days of employment.
2. Selected applicants will be required to submit to a pre-employment drug screen and background check. Due to potential access to sensitive and protected data, this position is subject to additional criminal background checks as directed by the Information Systems Department.

AAP/EEO Statement

It is the policy of Utah County Government to assure equal employment opportunity to its employees and applicants for employment without regard to race, color, religion, national origin, disability, age, sex, sexual orientation, genetic status or gender identity.

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee of this job. Duties, responsibilities, and activities may change at any time.

Utah County Government is a drug-free workplace.

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Acknowledgement below to be completed after an offer has been extended and accepted.

This job description has been approved by the Office of Human Resource Management in consultation with the Department Head.

Signature below constitutes an understanding of the requirements, essential functions and duties of the position.

Candidate / Employee _____ Date _____

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