

**LIFE MANAGEMENT CENTER OF NORTHWEST FLORIDA, INC.  
JOB DESCRIPTION**

**DATE ESTABLISHED:** 01/02/01  
**DATE LAST AMENDED:** 08/16/04  
**DATE LAST REVIEWED:** 05/06/08

**TITLE OF POSITION:** PC Support Technician

**POSITION NUMBER:** 54

**PROGRAM:** Center Administration

**COMPONENT:** Information Technology Department

**MINIMUM TRAINING AND EXPERIENCE REQUIREMENTS:** Good organizational, problem solving and customer service skills required. Must have ability to work with all levels of staff and have good working knowledge of current PC hardware and software applications. Must be able to travel to multi-county offices for troubleshooting, repair and installation of equipment. One years experience in technology services and support preferred, but can be substituted with appropriate formal technology training (i.e., A+ certification and/or completed current MCSE). General understanding of networking essentials such as dial up networking, TCP/IP and remote access a plus.

**PHYSICAL DEMANDS:** Physical demands and work environment described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Work involves walking, talking, hearing, using hands to handle, feel or operate objects, tools, or controls and reach with hands and arms. Vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception, and the ability to adjust focus. Employee may be required to push, pull, lift, and/or carry up to 40 pounds.

Compliance with minimum standards for screening of mental health personnel as contained in F.S. 394.4572.

**SUPERVISOR:** Supervisor of Network Operations

**POSITIONS SUPERVISED:** None

**SALARY MINIMUM:** \$20,647.00

**WAGE AND HOUR STATUS:** Exempt: \_\_\_\_\_  
Non-Exempt: XX

---

**DESCRIPTION OF DUTIES AND RESPONSIBILITIES: \***

**PRIMARY FUNCTIONS:** (Primary functions of this position are listed below. The position also includes additional functions as needed and/or assigned by supervisor.)

1. Set up, configure and install new and repaired PCs.
2. Set up, configure and install software programs.
3. Set up, configure and install software updates.
4. Set up, configure and install printers.
5. Test, reconfigure and redeploy equipment from existing inventory.
6. Troubleshoot hardware issues stemming from PC and network usage and repair as necessary.
7. Troubleshoot software issues stemming from PC and network usage and resolve as required.
8. Manufacture Cat 5 patch cables as needed. Run and terminate Cat 5 cabling.
9. Troubleshoot Cat 5 cabling problems.
10. Maintain, update and edit Track IT work orders assigned as needed.

**SECONDARY FUNCTIONS:** (Secondary functions of this position are listed below. The position also includes additional functions as needed and/or assigned by Director of IT.)

1. Assist Supervisor of Network Operations in network administration of servers.
2. Assist Supervisor of Network Operations in the administration of Extranet and Intranet programs.
3. Assist Supervisor of Network Operations in the administration of Internet firewall hardware and software.
4. Assist Supervisor of Network Operations in the support and maintenance of IP telephony.
5. Assist Help Desk technician with the detailed inventory of all computer and telephony hardware (i.e., PCs, monitors, printers, servers, routers and hubs, etc.) as directed by the Supervisor of Network Operations.
6. Product research and analysis for completion of requisitions.
7. Back up to Help Desk technician to answer user help desk calls and initiate work orders in Track IT software.
8. Assist the Maintenance Department with movement of offices as they relate to IT Equipment.
9. Attend all IT departmental meetings as required.

**Copy received by:**

\_\_\_\_\_ **DATE:** \_\_\_\_\_