

University of Virginia Job Summary

Job Code:	Job Title:	PC Maintenance Technician
UVA Survey Code:	UVA Survey Code Title:	
Pay Band:	Career Path:	IT Support
FLSA Status:	Management or Individual Contributor:	Individual Contributor

Position Summary: Describe below the primary purpose and function of this job

Perform general maintenance tasks and troubleshoot and repair computer systems and peripheral equipment located throughout the organization. Troubleshoot and resolve end-user problems and ensure correct operation of personal computers.

Key Roles & Responsibilities: List up to 6 key roles and responsibilities of this job.

1. Perform analytical, technical, and administrative work in the planning, design, installation, and maintenance of new and existing PC/desktop systems consistent with University policy and procedures.
2. Install and configure new PC's and peripheral equipment. Plan and install PC software and equipment upgrades consistent with policy and direction. Relocate PC's and PC equipment as required. Rebuild and recycle new/used equipment.
3. Troubleshoot and resolve PC equipment software and configuration problems in such a manner to maintain maximum "uptime" for workstations. Perform repairs on PC hardware. Identify, research and resolve all technical problems that may occur in the operation of computer systems and software applications.
4. Support Help Desk operations. Receive incoming calls and e-mails for technical support and resolve issues. Document solutions in work order tracking system.
5. Support personal computer processes and provide technical and operational assistance in the use of personal computers and PC software.
6. Assist in management and maintenance of computer and software license records, asset lists, etc.

Expertise: Describe the requirement for knowledge and expertise about the subject area as well as how various parts of the University work together to achieve objectives. Explain the degree of understanding required of the industry and university environment.

Incumbent is required to have an in-depth understanding of his/her discipline including all required certifications as well as an in-depth understanding of the business environment of a large university system. Incumbent must demonstrate an understanding of the University system, its policies, and its operating procedures. Incumbent is expected to maintain currency of knowledge with respect to relevant state-of-the-art technology, equipment, and/or systems.

Incumbent must be knowledgeable of PC architecture, Windows operating systems, Microsoft Office Products and major peripheral equipment including monitors, printers, etc.

Problem Solving: Describe the nature and complexity of the problems this position encounters on a recurring basis. Include information regarding the level of innovation required, if any, and include mention of environmental factors that may add to the complexity of resolving issues.

Incumbent will address complex problems and will use experience and judgment in selecting among authorized procedures. Incumbent seeks assistance when significant deviations are proposed, or when unprecedented problems arise. Incumbent assists senior staff in developing approaches to problem-solving and anticipating issues.

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Nature & Area of Impact: To what degree does this job affect the University (i.e., through interactions with faculty or students, making decisions, defining or setting strategy, etc.)? What is the breadth of the impact that this job has, either positive or negative (i.e., affects own team, department, function, business unit, entire university, etc.)?

Impact is felt within the team/department for which the incumbent works and may be felt within multiple, coordinating departments. Work quality, decision-making and long-term project management can affect the productivity of students, faculty and/or staff. Impact of errors can be substantial and/or university-wide.

Interactions / Interpersonal Skills: Describe the nature and level of interactions this job has with others, both internally and externally. Explain any specific interpersonal skills necessary to successfully perform this role (i.e., negotiation skills, represents business at external events or to governmental bodies, etc.).

Interactions are with fellow team members and coordinating team members, but the incumbent will also have interactions with assigned student, faculty, or staff clients. Incumbent works with external vendors or service providers. Incumbent should possess good verbal and written communication skills to convey technical guidance and information to users and to provide excellent customer service. Incumbent will train and provide guidance to more junior staff members.

Distinguishing Characteristics

N/A

Job Requirements And Qualifications: Indicate the minimum and preferred education and experience for this job and any licenses and certifications required.

Minimum Education: High school diploma.	Preferred Education: Bachelor's degree or the equivalent combination of education and experience.
Minimum Experience: 1-3 years	Preferred Experience: <1 year

Required Licenses/Certifications: