UNIVERSITY OF SOUTHERN CALIFORNIA
PC Engineer
Job Code: 167015

Grade: TH
OT Eligible: Yes
Comp Approval: 9/12/2008

JOB SUMMARY:
Installs, upgrades, maintains and repairs PC’s and a variety of related hardware. Performs a wide range of repairs varying in complexity on-site or in a licensed service center independent from direct supervision. Assists in technical training of others and provides technical assistance as requested.

JOB ACCOUNTABILITIES:

*E/M/NA % TIME

_______ _______ Performs complex or non-routine installations, upgrades, maintenance and repairs of PC’s and related hardware on-site and/or in a licensed service center.

_______ _______ Responds to technical questions from users. Provides recommendations for hardware upgrades and acquisitions based on user environment and needs.

_______ _______ Troubleshoots hardware malfunctions. May interact with vendors and representatives to resolve complex repair problems.

_______ _______ Provides estimates for repairs based on diagnostic tests or an assessment of problems reported.

_______ _______ Prepares defective parts for shipment to manufacturer for repair.

_______ _______ Completes documentation based on time allocated and parts used in service requests.

_______ _______ Assists in technical training of others and provides technical assistance as requested.

_______ _______ Attends vendor training workshops to gain proficiency in PC servicing skills.

_______ _______ Stays informed of new developments and technologies by reading journals and other pertinent publications, maintaining contact with vendors, and participating in professional organizations, meetings and seminars.

Performs other related duties as assigned or requested. The university reserves the right to add or change duties at any time.

*Select E (ESSENTIAL), M (MARGINAL) or NA (NON-APPLICABLE) to denote importance of each job function to position.

EMERGENCY RESPONSE/RECOVERY:

Essential: No
Yes

In the event of an emergency, the employee holding this position is required to “report to duty” in accordance with the university’s Emergency Operations Plan and/or the employee’s department’s emergency response and/or recovery plans. Familiarity with those plans and regular training to implement those plans is required. During or immediately following an emergency, the employee will be notified to assist in the emergency response efforts, and mobilize other staff members if needed.
JOB QUALIFICATIONS:

Minimum Education:
- Specialized/technical training
- Combined experience/education as substitute for minimum education

Minimum Experience:
- 2 years

Minimum Field of Expertise:
- Senior-level technical knowledge to independently service on-site a variety of PC's and printers and related hardware. Strong knowledge of LAN's, data communications, software and safety protocols.

Preferred Experience:
- 3 years

Preferred Field of Expertise:
- Experience supporting servers.

Skills: Administrative:
- Communicate with others to gather information
- Customer service
- Understand and apply policies and procedures

Skills: Other:
- Analysis
- Assessment/evaluation
- Knowledge of applicable laws/policies/principles/etc.
- Problem identification and resolution
- Teaching/training

Skilled in:
- Desktop system service and repair

Skills: Machine/Equipment:
- Computer network (department or school)
- Computer network (university)
- Computer peripheral equipment
- Fax
- Personal computer
- Photocopier

Supervises: Level:
- Trains employees on specific skills and tasks as required.

Comments:
- Requires reasonable lifting and moving of computer equipment.

SIGNATURES:

Employee: ___________________________ Date: ___________________________
The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

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