

Richmond Community College

Job Description

Position Title: PC Technician

General Description: The PC Technician, under the authority of the Chief Information Officer, is responsible for providing computer assistance to faculty, staff, and students and for providing effective computer support to educational and administrative programs.

Duties and Responsibilities of the Position:

1. Assist the Chief Information Officer in the administration and deployment of computer resources.
2. Perform in-service training for faculty/staff regarding how to use software on the mainframe, microcomputer, and/or minicomputer.
3. Be knowledgeable about educational/administrative software, hardware, and applications. Evaluate and advise faculty/staff on up-to-date educational/administrative products.
4. Maintain and report accurate and complete records as required for software and hardware inventory, student/faculty/staff usage of computers. Database is updated by IT interns.
5. Assist assigned faculty/staff in managing all microcomputer labs/facilities to include setup of computers and loading of software and ordering of supplies. Train assigned faculty/staff to understand, operate, and manage microcomputer hardware and software applications.
6. Coordinate needs of users (passwords, loading software on computers, setup of user id's) with the Chief Information Officer.
7. Provide lab assistance to students/faculty/staff as needed.
8. Develop/modify user documentation. Prepare reports to faculty/staff on computer usage/tips/applications.
9. Create images for labs and offices with the necessary software and configuration.
10. Applies diagnostic techniques to identify problems, investigate causes and recommend and implement solutions.
11. Provide remote support and trouble shoot issues with customers to resolve problems.
12. Maintains and monitors college-wide applications used on centralized servers.
13. **Other duties. (Willingness to accept and fulfill additional assignments.)**

Position Qualifications:

Knowledge, Skills and Abilities:

Understanding of and commitment to the unique nature and role of the computer technologies center and the College. Strong oral and written communication skills; ability to work independently with minimal supervision. Willing to accept day and/or evening/weekend assignments as needed by the institution. Understanding of computer application packages utilized by the college. Ability to review, understand, apply, and instruct on existing and new software applications for administrative and academic application

Minimum Education and Experience:

Associate degree in business computer programming or comparable field required. Experience in a variety of computing applications/hardware/software required. Experience in microcomputer hardware/software/applications required. Experience with computer mainframes applications/administration preferred

Salary Level: Salary Level 8

Location: DeWitt CTC Building

Questionnaire for

Compliance with Americans with Disabilities Act

Interview guide for collecting job analysis information

Job Title: PC Technician
Division: Administration

Department: IT
Shift: 8:00 - 5:00

Location: DeWitt CTC
Supervisor's Title: Chief Information Officer

1. General Purpose of Job. Briefly describe the job's primary purpose or contribution to the department or organization.
 See job description.

2. Duties and Responsibilities. List the job's essential or most important functions and responsibilities. Include all important aspects of the job -- whether performed daily, weekly, monthly, or annually; and any that occur at irregular intervals.
 See job description.

3. Supervisory Responsibilities. If this job supervises others, give the name of unit(s) or department(s) managed and number of employees supervised. If there are subordinate supervisors, list them also.
 None

4. Physical Demands:

4A. How much on-the-job time is spent in the following physical activities? Show the amount of time by checking the appropriate boxes below.

	Amount of Time			
	None	Up to 1/3	1/3 to 2/3	2/3 and more
Stand	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Walk	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Sit	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Talk or hear	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Use hands to finger, handle or feel	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Climb or balance	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Stoop, kneel, crouch or crawl	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reach with hands and arms	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Taste or smell	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

4B. Does this job require that weight be lifted or force be exerted? If so, how much and how often? Check the appropriate boxes below.

	Amount of Time			
	None	Up to 1/3	1/3 to 2/3	2/3 and more
Up to 10 pounds	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Up to 25 pounds	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Up to 50 pounds	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Up to 100 pounds	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
More than 100 pounds	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

4C. Does this job have any special vision requirements? Check all that apply.

- ☒ Close vision (clear vision at 20 inches or less)
- ☒ Distance vision (clear vision at 20 feet or more)
- ☒ Color Vision (ability to identify and distinguish colors)
- ☒ Peripheral vision (ability to observe an area that can be seen up and down or to the left and right while eyes are fixed on a given point)
- ☒ Depth perception (three-dimensional vision, ability to judge distances and spatial relationships)
- ☒ Ability to adjust focus (ability to adjust the eye to bring an object into sharp focus)
- ☐ No special vision requirements

4D. Make notes on the specific job duties that require the physical demands selected above.

Due to assorted non-technical duties; cable pulls, connector installations, setup and delivery of various pieces of computing equipment and applications troubleshooting, the need for good eyesight, hearing and physical stamina are essential to meeting usual/unusual duties associated with the job.

5. Work Environment:

5A. How much exposure to the following environmental conditions does this job require? Show the amount of time by checking the appropriate boxes below.

	None	Amount of Time		
		Up to 1/3	1/3 to 2/3	2/3 and more
Wet, humid conditions (non-weather)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Work near moving mechanical parts	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Work in high, precarious places	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fumes or airborne particles	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Toxic or caustic chemicals	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Outdoor weather conditions	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Extreme cold (non-weather)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Extreme heat (non-weather)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Risk of electrical shock	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Work with explosives	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Risk of radiation	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Vibration	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

5B. How much noise is typical for the work environment of this job? Check the appropriate level below.

- ☐ Very quiet (Examples: forest trail, isolation booth for hearing test)
- ☐ Quiet (Examples: library, private office)
- ☒ Moderate Noise (Examples: Business office with typewriters and/or computer printers, light traffic)
- ☐ Loud noise (Examples: metal can manufacturing, department, large earth-moving equipment)
- ☐ Very loud noise (Examples: jack hammer work, front row at rock concert)

5C. Make notes on the specific job duties that are affected by the environmental conditions selected above.

Moving equipment from one location to another requires outside weather exposure. Climbing ladders to check cables and make sure equipment is functioning. Working with electronic devices and checking power cables increase exposure to electric shock. Dust and other airborne particles are present when moving/installing new equipment or checking older equipment.

6. Comments. Include any other information that will aid in the preparation of an accurate description of this job.

7. Questionnaire prepared by:

Name: _____ Date: _____

Title: _____

Basis for knowledge of job: ☐ hold job now; ☒ supervise job; ☐ other (explain)

Exposure Determination for Bloodborne Pathogens

All position descriptions, including administrative and support personnel, whether paid or volunteer, must be evaluated by the appropriate department chairman/head and a Risk of Exposure to Bloodborne Pathogens Classification I or II be assigned to the position as it applies to each employee's work location. In situations where jobs of the same title entail substantially different categories of risk based on the department to which assigned, job titles will be modified to include the unit name thereby creating a newer, more specific description for that position.

For jobs which fall into Classification II, a list of tasks or procedures which present an occupational exposure to those employees should be prepared and appended to the job description. Assignment of personnel to a new department in the same basic job may necessitate a formal change of job title to ensure that they will receive training according to that job's risk classification. This must be reviewed on an annual basis by department managers for all job titles which they supervise or manage.

_____ CLASSIFICATION I

This includes jobs in which required tasks routinely involve a potential for mucous membrane or skin contact with blood, body fluids, tissues or potential spills or splashes. Use of appropriate measures is required for every employee performing these tasks.

_____ CLASSIFICATION II

This includes jobs in which required tasks normally do not involve exposure to blood, body fluids or tissues, but may require performing unplanned Classification I tasks. In these jobs the normal work performance involves no exposure to blood, body fluids or tissues. However, exposure or potential exposure may be required as a condition of employment or class performance.

_____ PERSONNEL NOT COVERED BY THE STANDARD

This includes jobs in which required tasks involve no greater exposure to blood, body fluids, or tissues that would be encountered by a visitor. The normal work/class performance involves no exposure to blood, body fluids, or tissues that would be encountered by a visitor. The normal work/class performance involves no exposure to blood, body fluids, or tissues and the employee can decline to perform tasks which involve a perceived risk without retribution.

NOTE: All employees who do not fit into Classification I or II will fall into a third category not covered by the Standard.