

<b>GEORGETOWN UNIVERSITY</b>	PIN:
<b>INFORMATION TECHNOLOGY POSITION DESCRIPTION</b>	Date:
<b>CLASS TITLE: PC SPECIALIST</b>	
Please check one: <input type="checkbox"/> New <input type="checkbox"/> Revised <input type="checkbox"/> Updated for files only	

**A. General Information:**

Name of Incumbent:	
Class Code:    2269	Departmental Position Title:
Supervisor (Name, Title and Phone):	
Home Dept.#:	Dept. Name:
Cost Center(s):	
Is this a Term position? <input type="checkbox"/> Yes <input type="checkbox"/> No	If Yes, Exp. Date:

**B. Position Summary:** *This should explain why the position exists. Choose one level only which describes how the position functions 80% of the time..*

<p><input type="checkbox"/> <b>Entry level:</b> Using <b>basic planning skills and technical</b> knowledge, performs <b>routine tasks</b> to provide technical support – including moderate troubleshooting, maintenance, and simple installations. In a <b>clearly and narrowly</b> define environment, searches for problem resolution within an area of learned things. Receives <b>immediate</b> supervision.</p> <p><input type="checkbox"/> <b>Intermediate level:</b> Using <b>intermediate planning skills and technical</b> knowledge, performs <b>routine tasks</b> to provide technical support. Includes moderate troubleshooting, maintenance, and installations. In a <b>clearly and narrowly define</b> environment, searches for problem resolution <b>within an area of learned</b> things. Receives <b>moderate</b> supervision. Helps to ensure that individual users and departments have hardware, software, and operating systems necessary to perform the work of the University.</p> <p><input type="checkbox"/> <b>Advanced level:</b> Using <b>intermediate planning skills and technical knowledge</b>, performs <b>semi-complex</b>, relatively varied tasks to provide technical support. Includes troubleshooting, maintenance, and installations. In a <b>clearly define environment</b>, searches for problem resolution <b>within an area of learned</b> things. Position has an accountability to make a <b>value added contribution in resolving issues and problems</b>. Receives <b>moderate</b> supervision. Ensures that individual users and departments have hardware, software, and operating systems necessary to perform the work of the University.</p>
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**C. Organizational Characteristics:** *Please attach organizational chart.*

Organizational Unit:
Reporting Responsibilities:
Supervisory Responsibilities:

**D. Principal Accountabilities:** Select only those duties which directly apply to the position you are describing. You may expand on duty statements for clarity. You may add duties which are not listed, but which you feel are important. Indicate percentage of effort (time) required. Percentages must equal 100%. You must check whether an accountability is Essential (E) or Non-Essential (NE) for Americans with Disabilities Act purposes. Please check whether task is performed (D)aily, (W)eekly, (M)onthly or on a (P)eriodic basis.

<b>□1. ( %)</b>		<b>General PC Maintenance</b>
□E □NE	<input type="checkbox"/> D <input type="checkbox"/> W <input type="checkbox"/> M <input type="checkbox"/> P	Performs initial diagnostic and maintenance actions of PC systems. Install new systems or upgrade current systems, software or components.
	<input type="checkbox"/> D <input type="checkbox"/> W <input type="checkbox"/> M <input type="checkbox"/> P	Provides basic training to users. Responds to routine customer question on-site while on assignment.
	<input type="checkbox"/> D <input type="checkbox"/> W <input type="checkbox"/> M <input type="checkbox"/> P	Initiates and provides follow-up to call procedures to external maintenance support for those problems beyond normal capabilities.
	<input type="checkbox"/> D <input type="checkbox"/> W <input type="checkbox"/> M <input type="checkbox"/> P	Closes out all trouble tickets assigned and follows up to ensure user satisfaction.
	<input type="checkbox"/> D <input type="checkbox"/> W <input type="checkbox"/> M <input type="checkbox"/> P	Informs others of inventory needs.
	<input type="checkbox"/> D <input type="checkbox"/> W <input type="checkbox"/> M <input type="checkbox"/> P	Performs other tasks as assigned.
	<input type="checkbox"/> D <input type="checkbox"/> W <input type="checkbox"/> M <input type="checkbox"/> P	
<b>□2. ( %)</b>		<b>Advanced PC Maintenance</b>
□E □NE	<input type="checkbox"/> D <input type="checkbox"/> W <input type="checkbox"/> M <input type="checkbox"/> P	Performs in-depth diagnostic and maintenance actions on PC systems, including research into projected PC requirements. Develops and installs new or upgraded systems and components. Installs software, including custom software.
	<input type="checkbox"/> D <input type="checkbox"/> W <input type="checkbox"/> M <input type="checkbox"/> P	Provides in-depth on-site technical support of existing networked desktop-related problems. Provides training to users. Responds to customer question on site while on assignment.
	<input type="checkbox"/> D <input type="checkbox"/> W <input type="checkbox"/> M <input type="checkbox"/> P	Plans, organizes and schedules department and multiple user moves, adds, and changes to PCs, including administering of operating system and GroupWise.
	<input type="checkbox"/> D <input type="checkbox"/> W <input type="checkbox"/> M <input type="checkbox"/> P	Initiates and provides follow-up; to call procedures to external maintenance support for those problems beyond normal capabilities.
	<input type="checkbox"/> D <input type="checkbox"/> W <input type="checkbox"/> M <input type="checkbox"/> P	Performs other duties as assigned.
	<input type="checkbox"/> D <input type="checkbox"/> W <input type="checkbox"/> M <input type="checkbox"/> P	
<b>□3. ( %)</b>		<b>Technician</b>
□E □NE	<input type="checkbox"/> D <input type="checkbox"/> W <input type="checkbox"/> M <input type="checkbox"/> P	Schedules all computer systems maintenance and coordinates these actions with users and staff. Resolves conflicts in the demands on the technicians' tiome to the interest of the user.
	<input type="checkbox"/> D <input type="checkbox"/> W <input type="checkbox"/> M <input type="checkbox"/> P	Administers training and qualification of technical staff, including student staff where appropriate.
	<input type="checkbox"/> D <input type="checkbox"/> W <input type="checkbox"/> M <input type="checkbox"/> P	Evaluates and tests vendor-supplied software packages to determine compatibility with existing systems and suitability for organization's overall needs and requirements.
	<input type="checkbox"/> D <input type="checkbox"/> W <input type="checkbox"/> M <input type="checkbox"/> P	Provides advanced technical support for installation and maintenance of specialized and custom software.

	<input type="checkbox"/> D <input type="checkbox"/> W <input type="checkbox"/> M <input type="checkbox"/> P	Provides appropriate budget input
	<input type="checkbox"/> D <input type="checkbox"/> W <input type="checkbox"/> M <input type="checkbox"/> P	Performs other duties as assigned.
	<input type="checkbox"/> D <input type="checkbox"/> W <input type="checkbox"/> M <input type="checkbox"/> P	
<b>4. (%)</b>		
<input type="checkbox"/> E <input type="checkbox"/> NE	<input type="checkbox"/> D <input type="checkbox"/> W <input type="checkbox"/> M <input type="checkbox"/> P	
	<input type="checkbox"/> D <input type="checkbox"/> W <input type="checkbox"/> M <input type="checkbox"/> P	

### E. Dimensions:

Number of Persons Supervised:	Direct:	Indirect:
Number of Students Supervised:	Direct:	Indirect:

### Leadership: Check the most descriptive statement for the job as a whole.

<input type="checkbox"/> 1)	“Work/Project Leader”: answers general questions and provides assistance; maintains assignment completion schedules; performs the same tasks as others.
<input type="checkbox"/> 2)	“Team Leader”: advises and directs the teams; answers complex questions functioning as an expert resource; maintains assignment completion schedules. Performs the same and higher level tasks.
<input type="checkbox"/> 3)	Supervisor: <u>participates</u> in the selection process of new employees; assists with performance appraisals; disciplinary problems are referred to a higher level. Performs similar and higher level tasks.
<input type="checkbox"/> 4)	Supervisor: <u>solely responsible</u> for hire/fire decisions; performance appraisals; employee training and handles disciplinary problems. <b>This person will be evaluated on these decisions.</b>
<input type="checkbox"/> 5)	Supervisor: responsible for multiple units or areas, each with supervisors who have hire/fire authority.
<input type="checkbox"/> 6)	Not applicable to this position.

### Complexity of Work: Check the most descriptive statement

<input type="checkbox"/> 1)	Routine: Primarily deals in one singularly directed functional area. Awareness of related areas is not significant.
<input type="checkbox"/> 2)	Semi-complex: Requires some integration of different but relatively similar bodies of knowledge and/or functions. Some analytical ability becomes prevalent.
<input type="checkbox"/> 3)	Complex: Functions differ significantly from each other or a major function is broad and requires integration of differing complicated bodies of knowledge. Analytical ability is clearly required.
<input type="checkbox"/> 4)	Very Complex: Involves complicated bodies of knowledge/functions that differ substantially from each other.

### Freedom of Action: Check the most descriptive statement

<input type="checkbox"/> 1)	General Supervision: Proceeds on regular tasks, referring questionable situations to supervisor.
<input type="checkbox"/> 2)	Very General Supervision: Resolves most questions, accomplishes most tasks without guidance.
<input type="checkbox"/> 3)	Little Guidance: Performs complex functions, establishes priorities, resolves issues, rarely refers to supervisor.
<input type="checkbox"/> 4)	Plans, develops, and implements functions/projects for functional unit(s) or team(s).
<input type="checkbox"/> 5)	Other (explain):

### Impact: Check the most descriptive statement

<input type="checkbox"/> 1)	Decisions could positively or negatively affect the immediate work, individual user or group of users.
<input type="checkbox"/> 2)	Decisions could positively or negatively affect a large group of users, entire department, or networked systems.
<input type="checkbox"/> 3)	Decisions could positively or negatively affect multiple departments.
<input type="checkbox"/> 4)	Other (explain):

**Interactions:** *Check the most descriptive statement and describe contacts*

- 1) Exchange basic information and normally requires ordinary courtesy and effectiveness in informing others.
  - 2) Exchange and interpret information requiring understanding to influence others.
  - 3) Exchange, analyze, and interpret information requiring various approaches to influence others.
- Describe the people with whom this position has regular contact. Identify level and title of GU positions or describe persons outside GU:

**Fiscal Responsibility:**

Budget responsibilities (creation or disposition) or salary dollars:

Capital inventory affected:

**Physical Working Conditions:** *Describe physical environment, lifting, walking, fumes, odors, etc.*

**F. Minimum Qualifications:**

Academic Level:       High School       College       Bachelor's       Master's       Doctorate  
Degree Program (list):

Practical Experience in Years:

- 1) Entry level: 1 year work experience in .....
- 2) Intermediate level: 2-3 years work experience in .....
- 3) Advanced level: 4 + years work experience in .....

Technical Qualifications or Specialized Certification:

Other Skills:

**G. Additional Information About this Position:**

*Supplementary information as applicable. List responsibilities that have changed since the last position description was done, or reasoning behind creating a new position. List all special skills required, characterized as mandatory or desired.*

**H. Signatures:**

Incumbent:

Supervisor:

Dept. Head or Authorizing:

**Attach Organizational Chart**