



Public Utility District No. 1 of Pend Oreille County

An Equal Opportunity Employer

PC Technician

Department/Location:	IT/Newport	FLSA Status:	Non-Exempt
Reports To:	Network Supervisor	Grade:	8
Supervises:	N/A	Revision Date:	01/16/2023

Job Description

The entry-level PC Technician will be responsible for answering employee/end-user service calls and providing guidance, advice, and technical assistance to customers on basic technical issues at the hardware and software level. The ideal candidate should have excellent customer service skills and feel comfortable employing these skills in an office environment. The PC Technician must have good technical knowledge and be able to communicate effectively to understand the problem and explain its solution in a professional and compassionate manner.

Essential Functions:

- Serve as the first point of contact for employees/end-users seeking technical assistance over the phone, email, or chat-based applications
- Offer technical support to users by responding to questions and concerns
- Troubleshoot common hardware and software issues over the phone or in person and generates helpdesk tickets if further assistance is needed
- Perform remote troubleshooting through diagnostic techniques
- Identify problems and guides clients through corrective steps
- Write knowledge base articles and maintain documentation to improve client references
- Maintain District IT Inventory
- Assist in the installation and maintenance of District printers
- Assist in the maintenance and troubleshooting of District computers, laptop, and tablet devices
- Assist in the imaging of District computers, laptops, and tablet devices as needed
- A self-starter with the ability to work independently requiring little supervision

Other Duties:

- Must work directly or indirectly with District customers on a regular, ongoing basis. Must provide a high level of professional, prompt, efficient, accurate, courteous, and reliable service in such a manner as to reflect favorably on the District and to ensure high quality service to District customers.
- Understand and demonstrate a commitment to the P. U. D.'s mission, vision, core values, and strategic plan.
- Adhere to all safety policies and procedures. Promote a safe work environment for all employees, contractors, and customers, in order to ensure a reliable workforce and an educated community.
- Be respectful of all employees and customers, listening to their requests and understanding their needs.
- Act as a responsible steward of public assets and trust. Foster open and honest communications, listen, and understand other perspectives.
- Foster teamwork and promote unity of the District and its departments.
- Remain current with information and industry technology and apply training and experience to real world problems
- Ensure adequate cross training within the department for critical tasks and processes
- Perform other duties as assigned.



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Education, Experience, & Training Required

- Strong problem-solving capabilities
- Excellent customer service skills
- Ability to communicate in a professional manner
- Above-average phone skills
- Previous help desk experience preferred
- High focus on quality and customer satisfaction
- In-depth understanding of a Microsoft client operating systems
- Proficient in the use of Microsoft Office applications including OneDrive and Teams
- Knowledge of and understanding of NISC's iVue application suite is preferred
- Knowledge and understanding of Local Area and Wireless Networks is preferred

Other requirements if box is checked

- Valid driver license
- CDL Endorsement
- Professional license or registration
- Post-offer drug test
- Post-offer background check
- Apprenticeship or other education/training required as a condition of employment, progression or advancement

Physical Requirements

- Most working time is sedentary in nature or standing/walking primarily in a controlled office environment. Occasional trips to other District work sites and other locations for project work, meetings, training, etc.
- Frequent use of a computer and exposure to terminal screens.
- Frequent repetitive hand/wrist motions and finger manipulation.
- Frequently handle material of moderate weight, up to 15 pounds and occasionally 35-40 pounds.
- There is occasional exposure to hazards or risk of injury that are primarily protected against or predictable.
- Typically requires use of one of more senses of medium intensity and long duration.
- Under regular pressure to meet deadlines, perform tasks with a high degree of accuracy, process a large volume of work and resolve issues related to business needs of the District.



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Approvals:

_____ Employee	_____ Date
_____ Supervisor	_____ Date
_____ Human Resources	_____ Date
_____	_____

Public Utility District No. 1 of Pend Oreille County is a publicly owned municipal corporation organized under the laws of the State of Washington. The primary purpose of the PUD is the efficient generation, transmission and distribution of electrical energy, as well as the provision of water and wholesale broadband services. The PUD serves the residents of Pend Oreille County and operates on revenues from the sales of its utility services. Employment at Pend Oreille County Public Utility District is at-will. This job description is not a contract of employment. Signing of this document is an acknowledgement of responsibilities assigned to this position.