



CITY OF  
PRINCE GEORGE

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# JOB DESCRIPTION

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<b><u>JOB TITLE:</u></b>	<b>COMPUTER TECHNICIAN STUDENT</b>	<b><u>SCHEDULE:</u></b>	<b>B</b>
<b><u>DIVISION:</u></b>	<b>INFORMATION &amp; SYSTEMS TECHNOLOGY</b>	<b><u>PAYGRADE:</u></b>	<b>6</b>
<b><u>DEPARTMENT:</u></b>	<b>ADMINISTRATIVE SERVICES</b>		

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## **JOB SUMMARY:**

The incumbent will primarily focus on replacing and upgrade existing systems with newer models. This position is primarily intended for students entering their Computing career and generally will be short-term positions. The incumbent is responsible for moving software applications over to newer PC's and providing technical and customer support to these clients including the diagnosis, troubleshooting, and repair of computer systems and/or complex software. The Computer Technician Student assists other IT services staff to identify and monitor computer and peripheral hardware malfunctions and takes resulting corrective action, as directed. There is additional responsibility for reporting design, reliability and maintenance problems or bugs to technical support. There is a significant focus providing quality services, maintaining excellent customer relations, professionally representing the City of Prince George, IT Services Division, and assisting with customer training. In carrying out his/her duties, the incumbent follows standard procedures to isolate and fix problems in malfunctioning equipment or software. Working with senior technical staff, the incumbent may, in some cases, respond for first line maintenance items. The Supervisor, IT Operations reviews performance in terms of adherence to administrative and/or technical requirements and standards. Senior Technical staff and the Supervisor, IT Operations are available for technical guidance, as required, in all aspects of the job. Performs relate duties.

This position is exposed to dust, grime and constant background noises. The incumbent is subject to working alone and in confined workspaces on a regular basis. This position requires the incumbent to stoop, kneel, crouch and lift weights exceeding 30Kg.

This position is subject to shift work as outlined in Schedule D.

## **MAJOR RESPONSIBILITIES:**

**Under the general supervision of the Supervisor, IT Services:**

### **Performs computer installations including:**

- moving, changing and installing new computer equipment as directed;
- preparing or modifying computer program modules from specifications provided and under the direct supervision of senior staff;
- testing and debugging computer program modules in conjunction with IT Services staff and user staff to ensure they perform as specified;
- maintaining and monitoring regularly scheduled backups of systems.

**Assists with general computer operations by:**

- cleaning, documenting and handling older equipment for reuse and/or reuse;
- ensuring data is appropriately cleaned, as directed;
- monitoring all computer, peripheral, forms handling and environmental hardware for correct performance, and maintaining downtime logs on all aforementioned equipment malfunctions;
- assisting with backup procedures.

**Assists with Helpdesk responses by:**

- referring all system malfunctions to appropriate parties;
- providing phone and email support for product setup, installation, training, as well as solving technical problems for users;
- responding to hardware failures by diagnosing the problem, coordinating the return of the product, preparing product for shipping, and completing service record documentation;
- investigating system and program malfunctions, as directed;
- maintaining a high level of service support;
- conducting oneself with a high level of professionalism and maintaining excellent customer relations.

**QUALIFICATIONS:**

**Education:** Grade 12 diploma. Students must be working full-time toward a college or undergraduate degree in Computer Information Systems. If the incumbent has already completed their program, then they must have completed it within one (1) year of posting.

**Experience:** Some experience in the information technology field specifically in computer Operating systems, installations and hardware support.

**Knowledge & Skills:** Strong aptitude towards computer related activities with a good working knowledge of PC computers and Microsoft operating systems. Ability to troubleshoot common problems in the installation and operation of desktop applications. Some knowledge of computer operation and programming techniques. Some knowledge of LAN systems. Strong commitment to customer service excellence. Ability to work within, and contribute to, a collaborative team environment. Excellent communication abilities and the ability to communicate effectively and professionally, both orally and in writing. Strong time management and organizational abilities. Ability to deal courteously, tactfully and diplomatically with co-workers, clients and business representatives. Knowledge of WorkSafe BC regulations, occupational hazards and safe work procedures as it relates to the position, including but not limited to: bullying & harassment, working alone and other significant hazards.

Prepared by: Bill Johnson  
Date prepared: April 2005  
Date revised: Bill Johnson  
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