

Position: P.C. Technician

Position Summary

The PC Technician's role is to provide a single point of contact for end users to receive support and maintenance within the organization's desktop computing environment. This includes installing, diagnosing, repairing, maintaining, and upgrading all PC software, hardware and peripheral equipment to ensure optimal workstation performance. The person will also troubleshoot problem areas (in person, by telephone, or via e-mail) in a timely and accurate fashion, and provide end-user assistance where required.

Position Responsibilities

Perform on-site analysis, diagnosis, and resolution of complex desktop problems for end users, and recommend and implement corrective solutions, including offsite repair for remote users as needed.

Install, configure, test, maintain, monitor, and troubleshoot end-user workstations and related hardware and software in order to deliver required desktop service levels.

Assess the need for and implement performance upgrades to PC boxes, including the installation of CPUs, RAM memory chips, I/O and NIC cards, ribbon cables, hard drives, CD-ROMs, and so on.

Collaborate with LAN technicians/network administrators to ensure efficient operation of the company's desktop computing environment.

Where required, administer and resolve issues with associated end-user workstation networking software products.

Receive and respond to incoming calls, pages, and/or e-mails regarding desktop problems.

Answer to and perform moves, adds, and changes (MAC) requests as they are submitted.

Ensure that physical desktop connections (i.e. RJ-45 Ethernet jacks, RJ-11 telephone modem jacks, connectors between PCs and servers, etc.) are in proper working order.

Prepare tests and applications for monitoring desktop performance, and provide performance statistics and reports.

Assist in preparing, maintaining, and upholding procedures for logging, reporting, and statistically monitoring desktop operations.

Minimum Qualifications

Excellent technical knowledge of PC and desktop hardware

Hands-on hardware troubleshooting experience.

Working technical knowledge of current protocols, operating systems, and standards.

Ability to operate tools, components, and peripheral accessories.

Able to read and understand technical manuals, procedural documentation, and OEM guides.

To Apply:

Completed HMS Employment Application may be emailed to jobs@hmsnm.org or

Dropped off or mailed:

301 W. College Street, Suite 18, Silver City, NM 88061

or

530 De Moss Street, Lordsburg, NM 88045

For more information call 575-247-6036