

Title:	Effective Date:	Grade:	Job Category:
<b>Hardware Technician II</b>	May 11, 2012	X	Technician
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*CHARACTERISTICS OF WORK*

Under general supervision, this position supports and maintains computer equipment. This includes installing, configuring, diagnosing, repairing, and upgrading computer hardware and software for optimal performance. The Hardware Technician II also resolves end user computer hardware and software problems of moderate to high complexity in a timely manner so that end users can accomplish business tasks.

*EXAMPLES OF WORK*

The following examples are intended only as illustrations of various types of work performed. No attempt is made to be exhaustive. Related, similar, or other logical duties are performed as assigned. The Department may require employees to perform functions beyond those contained in job descriptions. The Department may modify job descriptions based on Department needs. The Arkansas State Highway and Transportation Department is an "at will" employer.

- Field incoming help requests from end users via both telephone and e-mail in a courteous manner.
- Apply diagnostic utilities and access software updates, drivers, knowledge bases, and frequently asked questions resources on the Internet to aid in problem resolution.
- Perform hands-on fixes at the desktop and server level, including installing and upgrading software, installing hardware, and configuring systems and applications.
- Install, configure, test, maintain, monitor, and troubleshoot end user software.
- Procure merchandise, and process purchase orders and requisitions.
- Research and recommend desktop and server products in support of procurement and development efforts.
- Maintain up-to-date knowledge of hardware and software contracts.
- Work with third-party support and equipment vendors to resolve complex desktop and server problems.
- Recommend, schedule, and perform equipment improvements, upgrades and repairs.
- Assist in developing business continuity and disaster recovery plans, maintain current knowledge of plans and respond to crises in accordance with the plans.

*MINIMUM REQUIREMENTS*

The educational equivalent to a bachelor's degree from an accredited college or university in computer science, engineering, or related field plus one year of advanced computer training, OR the educational equivalent to a diploma from an accredited high school plus a minimum of five years advanced training or work in a personal computer technical support role. One year experience with Department standard personal computer hardware and software, including office suites, operating systems, and desktop imaging and deployment software.

*("Accredited" means the educational institution or program is accredited by an accrediting organization recognized either by the United States Department of Education or by the Council for Higher Education Accreditation.)*

