

Title: Hardware Technician	Effective Date: June 25, 2016	Grade: XI	Job Category: Technician
Prior Title: Hardware Technician I, II, and III	Prior Effective Date: May 11, 2012	Grade: IX,X,XI	Page: 1 of 1

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. Resolves end user computer hardware and software problems 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 help requests from end users via both telephone and e-mail in a courteous and timely manner.
- Apply diagnostic utilities and access software updates, drivers, knowledge bases, and frequently asked questions resources on the Internet to aid in problem resolution.
- Install, configure, test, maintain, monitor, and troubleshoot software and hardware.
- Research and recommend products in support of procurement and development efforts.
- Work with third-party support and equipment vendors to resolve problems.
- Recommend, schedule, and perform equipment improvements, upgrades and repairs.
- Contribute to team/committee meetings with vendors, staff, and end users to help ensure the success of computer related projects.
- 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, management information systems, or related field, OR the educational equivalent to a diploma from an accredited high school plus a minimum of four years' advanced training or work in a personal computer technical support role. Experience with personal computer hardware and software, including office suites, operating systems, and desktop imaging and deployment software preferred. Customer-focused, with excellent written and verbal communication skills. Ability to explain complex technical issues in language suitable for staff who may not have much computer experience. Ability to work effectively in a stressful environment while maintaining personal calm and control. Ability to maintain good manners and a friendly demeanor at all times.

("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.)

A criminal background check will be required to determine suitability of employment, and failure to meet these standards may cause the applicant to be rejected or terminated from that position.

