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| Technician, PC Svcs II    | 7C        | This role is responsible for resolving hardware and software problems in a multiple platform environment.                                                                                                                          | *Provides second level support to end users  
*Maintain and repair PC hardware  
*Acknowledge and resolve user service requests utilizing the service request management system  
*Provides resolution to an assortment of problems of moderately complex scope  
*Interacts with all areas of Information Services                                                                                                                                     | Some college education or formal training  
1 to 3 years of related experience                                                                                                                                                    | Non-exempt | Requisition |
| Engineer, PC Svcs         | 73        | This role is responsible for all aspects of PC Services, resolving hardware and software problems in a multiple platform environment.                                                                                                  | *Provide second level support to end users  
*Revise and advice company's standard PC hardware platforms  
*Implement and maintain the configuration of the PC Software  
*Acknowledge and resolve user service requests utilizing the service request management system                                                                 | Some college education or formal training  
3 to 5 years of related experience                                                                                                                                                    | Exempt     | Requisition or In-family Promotion |
| PC Svcs Engineer, Sr      | 74        | This role is responsible for providing second level support to end users and is involved in all aspects of PC Services, resolving hardware and software problems in a multiple platform environment, serving as a consultant on projects and may supervise PC staff. | *Develop review process, review and advise regarding company's standard PC hardware platforms, PC Software Suite  
*Design, implement, and maintain integrated configuration of company's standard PC software suite  
*Frequently contribute to the development of standard principles, concepts and techniques.  
*Act as a consultant on large projects that effect the organization                                                                                                                | Some college education or formal training  
7+ years of related experience                                                                                                                                                    | Exempt     | Requisition or In-family Promotion |

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