

IT-PC Services Career Ladder Matrix

	PC Services Family		
Job Title	Technician, PC Svs II	Engineer, PC Svs	PC Svs Engineer, Sr
Job Code	MC2065	MC2064	MC2063
Pay Grade	7C	73	74
Position Summary	This role is responsible for resolving hardware and software problems in a multiple platform environment	This role is responsible for all aspects of PC Services, resolving hardware and software problems in a multiple platform environment.	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.
Essential Functions /Scope	<ul style="list-style-type: none"> *Provides second level supports 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 	<ul style="list-style-type: none"> *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 	<ul style="list-style-type: none"> *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
Required Qualifications	<p>Some college education or formal training</p> <p>1 to 3 years of related experience</p>	<p>Some college education or formal training</p> <p>3 to 5 years of related experience</p>	<p>Some college education or formal training</p> <p>7+ years of related experience</p>
FLSA Status	Non-exempt	Exempt	Exempt
Promotional Process	Requisition * PC Svcs Tech I Not in Use	Requisition or In-family Promotion	Requisition or In-family Promotion