

PC/LAN Specialist - Job Standards

Job Standards include: (Note: this is a representative list only - complete list provided with purchase)

KNOWLEDGE OF WORK:

- Has basic knowledge on how to install, test, maintain, upgrade, monitor and troubleshoot all PC/LAN hardware and software, WAN hardware and software, approved PC applications software and peripherals, and mainframe to WAN communication connectivity.
- Knows the standard technical configurations of the network and, with supervisor assistance, is able to investigate and correct LAN/WAN network malfunctions and various peripheral equipment.
- Knows how to maintain the network by providing the technical support required to move, cable, hook up, replace upgrade, configure and otherwise ensure the network is operating for every user.

QUALITY OF WORK:

- Accurately records the daily, weekly, monthly and other periodic operating reports for the LAN/WAN operation, including incidents of down-time, and demonstrates an appropriate sense of urgency in attending to the correction of operating problems.
- Follows LAN/WAN network procedures and manuals to ensure the standard methods and procedures are implemented for each appropriate function of the overall system.
- Assists in maintaining a complete library record of purchases, machine malfunctions and repairs, necessary replacements and upgrades and emerging applications that would improve the network system.

QUANTITY OF WORK:

- Invests time and effort in becoming informed about new LAN/WAN applications – both hardware and software – and prepares recommendations and plans for the continuous updating of the system in harmony with the technology plans of the organization.
- Develops and maintains effective liaison between senior IT (Information Technology) management and the network employees to ensure consistency in application and approach.
- Performs all requested add-on's to equipment, equipment moves, deleting users and software applications, setting up new users, upgrading and replacing cabling and hardware, and other PC maintenance functions as directed by the supervisor.

FOLLOW UP AND CONTROL:

- Ensures routines and processes are adequately monitored to provide periodic feedback on progress, rate of production or performance, and timely completion of tasks.
- Supports the practice that all individual departmental employees are accountable for their performance and results achieved.
- Provides continuous feedback to Users and managers to provide measurement, encouragement and suggested corrective action where and when warranted.
- Ensures controls are fewest in number, worth the cost of maintaining them, and meaningful measurements of capacity, productivity and efficiency.