

## **Job Description – Hardware Technician Supervisor**

**Title:** Hardware Technician Supervisor

**Immediate Supervisor:** Director of Technology Services

### **Description**

The Hardware Technician Supervisor's role is to support and maintain in-house technology equipment and IT assets. This includes installing, configuring, diagnosing, repairing, and upgrading all County hardware and equipment while ensuring its optimal performance. The individual will also troubleshoot problem areas in a timely and accurate fashion, and provide end user training and assistance where required. Additionally, this person will supervise the work of Hardware Technician's and provide support, mentoring, and training to these positions.

### **Responsibilities**

#### **Strategy & Planning**

- Assist in preparing, maintaining, and upholding procedures for logging, reporting, and statistically monitoring PC performance.
- Accurately document instances of hardware failure, repair, installation, and removal.
- Assist in developing long-term strategies and capacity planning for meeting future computer hardware needs.
- Support development and implementation of new computer projects and new hardware installations.
- Maintain up-to-date knowledge of hardware and equipment contracts and supervise contract-based installations.

#### **Acquisition & Deployment**

- Conduct research on computer products in support of PC procurement and development efforts. Evaluate and recommend hardware products for purchase.
- Write technical specifications for purchase of PCs, networking hardware and related products.
- Recommend, schedule, and perform PC, hardware and peripheral equipment improvements, upgrades, and repairs.

#### **Operational Management**

- Work with end users to identify and deliver required PC service levels.
- Liaise with, and provide training and support to, end users and staff on computer operation and other issues.
- Install, configure, test, maintain, monitor, and troubleshoot end user workstation hardware, networked peripheral devices, and networking hardware products.
- Where required, install, configure, test, maintain, monitor, and troubleshoot associated end user workstation software and networking software products.
- Perform on-site analysis, diagnosis, and resolution of complex PC problems for a variety of end users, and recommend and implement corrective hardware solutions, including off-site repair as needed.
- Receive and respond to incoming calls, pages, and/or e-mails regarding PC and/or hardware problems.
- Develop and maintain an inventory of all monitors, keyboards, hard drives, modems, printers, scanners, and other peripheral equipment.
- Monitor and test PC performance and provide PC performance statistics and reports.
- Construct, install, and test customized configurations based on various platforms and operating systems.

- If necessary, liaise with third-party support and PC equipment vendors.

## **Position Requirements**

### **Knowledge & Experience**

- Hands-on hardware troubleshooting experience.
- Ability to operate tools, components, and peripheral accessories.
- Able to read and understand technical manuals, procedural documentation, and OEM guides.
- Ability to conduct research into PC issues and products as required.
- Effective interpersonal skills and relationship-building skills.
- Strong written and oral communication skills.
- Ability to present ideas in user-friendly language.
- Understanding of the organization's goals and objectives.
- Self motivated and directed.
- Keen attention to detail.
- Analytical and problem-solving abilities.
- Ability to effectively prioritize and execute tasks in a high-pressure environment.
- Ability to work in a team-oriented, collaborative environment.
- Strong customer-service orientation.

### **Formal Education & Certification**

- Associates degree with 2 years of experience, or 4 years of experience in related field