



Job Description for:

Sr. Computer Support Specialist

Classification: Same
Division: Technical Services
Reports to: Technical Services Manager
Supervises: None. Direct supervision is not a position responsibility.

Job Definition

The Sr. Computer Support Specialist provides complex technical support for Agency computers and Local Area Networks (LANs). The position serves all Agency divisions; installs PCs and associated software, hardware and peripherals; and performs both routine and advanced system troubleshooting, support and maintenance.

Distinguishing Characteristics

Work is distinguished by the advanced and complex nature of work performed, which focuses on the full range of technical PC / Computer support and oversight. This position may also provide functional supervision to other division staff assigned to work on PC / Computer implementation projects. The Sr. Computer Support Specialist works with a high degree of independence under broad program guidelines and general supervision of the Technical Services Manager.

Note: All duties, knowledge, skills and abilities listed below are considered *essential functions* unless marked as *non-essential, (NE)*.

Key Tasks and Duties

- Provides complex technical support for the daily business functions of internal customers.
- Works with various Information Technology departments at the local and state level to ensure efficient computer interaction between systems.
- Provides support to network and/or stand-alone networks. Installs and configures new software; removes software; and adds, changes or removes client accounts. Monitors networks for performance levels. Configures network operating systems to interact efficiently.
- Troubleshoots and corrects system problems. Identifies source of hardware or software problems and takes appropriate corrective action.
- Participates as a team member on broader Technical Services division projects. May serve as project lead on assigned projects.
- Sets up clients with e-mail and schedules accounts in mini-system. Verifies data access requests for approval. Ensures system is secure from unauthorized computer access.
- Provides network printer management. Manipulates print jobs in the printer queue. Aborts or cancels jobs as needed or requested. Re-enables printer as required.
- Develops scripts to automate or assist in automating tasks. Runs tests and debugs to ensure system runs correctly.
- Meets with staff members to evaluate and identify user needs. Conducts internal training on newly installed hardware and software systems.

- Provides input to Technical Services Manager on program area needs and requirements
- Participate in technical training and Agency in-service training sessions and Emergency Operation Center (EOC) activations.
- Participates in special events including 9-1-1 Day, training sessions, setups and teardowns as applicable. *(NE)*
- Performs other related duties as assigned.

Qualifications

Knowledge of:

- Principles and practices of computer science and information technology
- Systems and application software including word processing, spreadsheet, file/disk management, and memory management software products
- Data transfer utilities applications
- PC hardware configurations including storage devices, printers, graphics, communications, and related software
- Operational characteristics of data processing equipment and peripherals
- Methods and procedures of software design, development and maintenance
- Various computer operating systems and network operating systems

Ability to:

- Analyze complex technical problems and provide logical and effective solutions
- Read, interpret, and apply technical information from resource manuals
- Communicate clearly and concisely, both orally and in writing
- Apply critical thinking, troubleshooting and problem solving skills to improve services
- Carry out Agency policy directives in an effective and timely manner
- Establish and maintain positive and professional working relationships with managers, coworkers, other governmental jurisdictions, volunteers, the media and the public
- Effectively communicate and express ideas both orally and in writing.
- Apply appropriate independent initiative, discretion, judgment and organizational skills to a variety of projects, assignments and situations.

Experience and Education – Qualifications for this position include:

- Bachelor's degree in computer science, management information systems or a closely related field
- Three years of relevant PC / Computer systems support experience. *(Additional years of directly related experience may substitute for some of the educational requirement.)*

Any equivalent combination of education and experience that provides the applicant with the knowledge, skills and ability required to successfully perform the job will be considered.

- ⊛ Must successfully pass pre-employment reference and criminal history checks.
- ⊛ Must have ability to perform the essential functions of this position with or without reasonable accommodation.

Work Environment (Essential functions)

Work is performed primarily indoors in a variety of settings and locations, and requires the ability to bend, crawl, climb, stoop and reach in order to provide customer support in the installation, repair and maintenance of hardware and software. Incumbent works extensively with and on personal computers which require detailed dexterity. Work also requires the ability

to lift or move PCs, terminals, monitors and peripheral equipment which may weigh up to 50 pounds.

Physical Demands typically involve, but are not limited to:

Hearing and Speaking:

- Hear, understand and respond to verbal information typically in person or by phone
- Speak clearly and concisely in English to provide one-on-one or small group training on use of PC/Computer, software and hardware systems
- Hear, understand and respond to customer requests and inquiries using telephones and other communications equipment

Seeing and Reading:

- See, read and understand written information and instructions in all forms, including handwritten, hard copy or electronic communications formats
- See and use all related communications equipment including computers and telephones

Mental acuity and alertness:

- Understand, research and troubleshoot complex technical system problems and processes, including understanding and application of policies, procedures, and laws
- Handle interpersonal interactions with tact and diplomacy, including responding to complaints
- Manage priorities and accomplish tasks in a timely manner, with a high level of independence and discretion
- Think through all aspects relating to issues or problems; identify, recommend and implement solutions
- Be available for assigned on-call; be generally prepared to respond for long shifts and/or irregular hours in case of emergency situations, such as activations of the Emergency Coordination Center

Manual dexterity and typing:

- Extensive use of computers, keyboards, and specialized technical equipment
- Performing regular tasks requiring general manual dexterity

Physical dexterity:

- Sit, stand or walk as necessary
- Stretch, reach, or lift objects or materials that may be up to 50 pounds in weight

<i>Revised:</i>	9/2008	<i>Salary Code:</i>	M3
<i>Reviewed:</i>	9/2008	<i>Salary Range:</i>	774
<i>FLSA Status:</i>	Non-exempt	<i>Union:</i>	No