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EXEMPT (Y/N):	No	JOB CODE:	CSC
DEPARTMENT:	Information Technology	CLASSIFICATION:	063B
SUPERVISOR:	Information Tech. Manager	SALARY RANGE:	25
UNION (Y/N):	Yes	LOCAL:	AFSCME Local 1442

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**GENERAL STATEMENT OF DUTIES:** Provide personal computer and basic network administration support for County computer users in order to assist them in utilizing PC capabilities and basic LAN/WAN services through installation, customization, maintenance and repair of the hardware and software as well as providing technical support. Develop and maintain County website and Internet connections. Do related work as required.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following. Other duties may be assigned.

Provide support to County employees for computer-related trouble calls. Troubleshoot both hardware and software problems. Troubleshoot network connectivity problems, both internally and to external connections.

Upgrade workstation hardware and software to maintain compatibility with currently available software, increase capabilities and extend the useful life of the County computer systems.

Test and install hardware and software on established networks. Ensure that new software is compatible with the network operating system as well as the desktop operating systems.

Provide support and troubleshooting for the application software.

Document application software, user instructions and hardware and software installation procedures.

Train employees on use of hardware and software to ensure a satisfactory level of computer proficiency.

Remain abreast of changes in user and system software and hardware requirements.

Consult with software and hardware vendors as needed to resolve problems.

Assist when requested in maintaining a backup of all files, security, and rights. Assist in monitor virus checking software on network and individual PCS.

Maintain files and records related to the County's computers and computer network. Develop and prepare reports as appropriate.

Follow all safety rules and procedures established for work areas. Comply with all County policies and procedures.

**SUPERVISORY RESPONSIBILITIES:** Supervision is not a normal responsibility of this position.

**SUPERVISION RECEIVED:** Work under the general direction of the IT Manager who assigns and reviews work according to established policies, procedures and standards.

**QUALIFICATIONS** To perform this job successfully, an individual must be able to perform each

**JOB DESCRIPTION: COMPUTER TECHNICIAN - Level 1**

DATE: 12/7/2016

essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**EDUCATION and/or EXPERIENCE:** High school diploma or equivalent plus additional specialized training in computer systems and technology. Three years current work experience supporting personal computers and computer networks. Any satisfactory combination of experience and training which demonstrates the ability to perform the above duties may be acceptable. Current work experience is defined as presently working with primary duties in the computer or having worked in the computer field within the prior six months.

**CERTIFICATES, LICENSES, REGISTRATIONS:** Must possess valid driver's license and be insurable under the County's liability insurance policy.

**KNOWLEDGE, SKILL AND ABILITY:** Considerable knowledge of computer operating principles, capabilities, and general uses. Considerable knowledge of computer hardware, software, data and peripheral equipment in use at the County.

Ability to act in such a manner as to maintain the confidentiality of the data, records and issues which may be encountered. Ability to solve computer hardware/software problems; to guide and encourage computer system users and translate technical instructions into understandable language. Ability to effectively plan, organize and prioritize work schedule and duties. Ability to maintain effective working relationships with fellow employees, supervisors, other agencies, County officials and the general public.

**PHYSICAL DEMANDS** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Requires lifting and moving 30-60 pounds (computer hardware, printers, peripherals, papers) on a regular basis. Installing, modifying and checking computer equipment requires stooping, bending, crawling and reaching. Requires driving to other County facilities on a regular basis.

**WORK ENVIRONMENT** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

General office environment. Can require response after hours or on weekends when necessary.