

COMPUTER SYSTEMS SPECIALIST

Purpose Statement:

The job of Computer Systems Specialist is done for the purpose/s of overseeing and troubleshooting all aspects of the support, maintenance and upgrading of District LAN and WAN computer hardware and software under the direction of the Technical Services Supervisor; providing support to the Technical Services Supervisor and other staff; and achieving department objectives.

Essential Functions

- Maintains records and files for the purpose of providing an up-to-date technical reference trail.
- Monitors District server and connection to county information services for the purpose of ensuring access by District staff.
- Monitors the district PBX, T-1 and ISDN systems and hardware for the purpose of maintaining and/or troubleshooting communication systems.
- Reviews information (e.g. Information Services Work Request, vendor and third party orders/requests, etc.) for the purpose of ensuring accuracy of information and complying with established guidelines.
- Supports Technical Services Supervisor for the purpose of assisting them in the completion of their work activities.
- Troubleshoots computer hardware and/or software (e.g. Macintosh/PC workstations, peripherals, LAN/WAN workstations, servers, printers, scanners, FAX, Inter/Intranet, DHCP, DNS, proxy servers, etc.) for the purpose of maintaining district network systems.
- Upgrades computer hardware and/or software for the purpose of keeping network systems operating efficiently.

Other Functions

- Assists other personnel for the purpose of supporting them in the completion of their work activities.

Job Requirements: Minimum Qualifications

Skills, Knowledge and Abilities

SKILLS are required to perform multiple, technical tasks with a need to periodically upgrade skills in order to meet changing job conditions. Specific skills required to satisfactorily perform the functions of the job include: operating complex computer equipment including utilizing pertinent software applications; and preparing and maintaining accurate records.

KNOWLEDGE is required to perform algebra and/or geometry; read technical information, compose a variety of documents, and/or facilitate group discussions; and analyze situations to define issues and draw conclusions. Specific knowledge required to satisfactorily perform the functions of the job includes: Macintosh/PC hardware and software configurations; pertinent software and operating systems; Novell 4.x network operating system; NDS administration; and Cisco, CSU/DSU, Inter/Intranet, firewall/proxy server installation and configuration

ABILITY is required to schedule activities, meetings, and/or events; gather, collate, and/or classify data; and consider a variety of factors when using equipment. Flexibility is required to independently work with others in a wide variety of circumstances; work with data utilizing defined and similar processes; and operate equipment using a variety of processes. Ability is also required to work with a diversity of individuals; work with a variety of data; and utilize a variety of types of job-related equipment. In working with others, Problem solving with data may require independent interpretation; and problem solving with equipment is moderate to significant. Specific abilities required to satisfactorily perform the functions of the job include: adapting to changing work priorities; communicating with diverse groups; setting priorities; meeting deadlines and schedules; and working with detailed information/data.

Responsibility

Responsibilities include: working under limited supervision following standardized practices and/or methods; leading, guiding, and/or coordinating others; and operating within a defined budget. Utilization of some resources from other work units is often required to perform the job's functions. There is a continual opportunity to impact the Organization's services.

Working Environment

The usual and customary methods of performing the job's functions require the following physical demands: significant lifting, carrying, pushing, and/or pulling; some climbing and balancing; frequent stooping, kneeling, crouching, and/or crawling; and significant fine finger dexterity. Generally the job requires 65% sitting, 25% walking, and 10% standing. The job is performed under a generally hazard free environment.

Experience Job related experience with increasing levels of responsibility is required.

Education Community College and/or Vocational School degree with study in job related area.

Required Testing

None Specified

Certificates & Licenses

None Specified

Continuing Educ. / Training

None Specified

Clearances

None Specified

FLSA Status

Non Exempt

Approval Date

4/24/2002

Salary Grade

Clsfd 37