



June 2008

MICROCOMPUTER SUPPORT TECHNICIAN

DEFINITION

Under direction, provides technical support to departmental users of automated systems; troubleshoots general software and basic hardware problems; sets up training classes; investigates new software applications programs and releases; acts as liaison to users, vendors, Information Technology staff, and WAN administrators; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from the Department Manager or designee, and technical supervision, as required, from the City's Information Technology Manager. Exercises no direct supervision over staff.

EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Assists users with operational questions or problems, and in the use of computer software applications related to specific departmental activities; provides new user training and ongoing support to keep all end users apprised of changes and upgrades to department computer systems.
- Researches, analyzes, designs, and implements changes to departmental databases and other programs; assists users in LAN and WAN procedures and programs, and in efficiently accessing network resources.
- Serves as a technical resource for maintaining, enhancing, and upgrading the department's current and long term computer system operations.
- Develops, tests, modifies, and implements report writing applications for departmental use; researches and compiles database information related to department operations;
- Researches and tests available computer products, analyzing the relevance of different types of software to department functions and requirements.
- Performs basic troubleshooting and installation, replacement and minor repairs of departmental computer hardware as authorized by Information Technology Manager.
- Coordinates with Information Technology Division staff to resolve problems with system applications; works with software providers to accomplish specific maintenance and modifications.
- Represents the department at conferences on specialized topics, and at meetings with appropriate vendors.
- Provides security authorization for application access and coordinates security maintenance on department computer systems with the Information Technology Manager and WAN administrators or technical support staff.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Theory, concepts and business applications of personal computer systems.
- Applications and functions of computer hardware, software, and peripheral devices.
- Operational characteristics, services, and activities of an Information Technology program.
- Theory and design of Information Technology.
- DOS commands and Novell Netware.
- Principles of database management and systems development.
- Netware, Windows, and Unix operating systems; local area network (LAN) and wide area network (WAN) design, operations, and support, such as printers, modems, scanners, CD ROM's, routers, switches, and other network devices and various applications.
- Computer and peripheral equipment maintenance methods and procedures.
- Modern office practices, methods, and equipment.
- Record keeping principles and procedures.
- Modern office practices, methods, and computer equipment.
- English usage, spelling, vocabulary, grammar, and punctuation.
- Techniques for dealing effectively with the public, vendors, contractors, and City staff, in person and over the telephone.
- Techniques for providing a high level of customer service to public and City staff, in person and over the telephone.

Ability to:

- Analyze, diagnose, and troubleshoot information technology networks, servers, and systems and workstation hardware and software using logic to solve problems.
- Operate, install, maintain, configure, and troubleshoot a variety of highly technical computer equipment and peripherals.
- Analyze and evaluate data, formulate proposals, and implement computer system plans.
- Establish and maintain a computer maintenance schedule.
- Write system procedures.
- Learn to use new and existing software and hardware.
- Use word processing, spreadsheet, and graphics programs.
- Present effective training programs and train users in the application and use of computer hardware and software.
- Compose clear and concise correspondence and reports.
- Understand and follow oral and written instructions.
- Make accurate arithmetic, financial, and statistical computations.
- Enter and retrieve data from a computer with sufficient speed and accuracy to perform assigned work.
- Establish and maintain a variety of filing, record-keeping, and tracking systems.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
- Operate and maintain modern office equipment, including computer equipment and specialized software applications programs.
- Comprehend and use English effectively including producing all forms of communication in a clear, concise, and understandable manner to intended audiences.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and harmonious working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to the completion of the twelfth (12th) grade supplemented by college-level coursework or specialized training in computer science, data processing, or a related field and three (3) years of responsible experience in personal computer system installation and providing support to users in a network environment.

Licenses and Certifications:

- Possession of a valid driver's license with satisfactory driving record.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and to visit various City and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas is frequently required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification frequently bend, stoop, kneel, reach, push and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 40 pounds.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.