



Department Computer Support Technician

Category: Classified
Pay Grade: C18
Job Code: 11254

To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions herein described. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in the job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were actually written out in this job description.

JOB SUMMARY

Performs administrative work supporting a department's office automation applications and procedures; provides training in procedures and techniques; conducts report generation, budget preparation, and problem solving; supports some or all of department's or multiple department's automation activities.

ESSENTIAL JOB FUNCTIONS (examples, not all inclusive)

- Provides technical users with application documentation and training programs on proper use of equipment and software;
- Coordinates and assists with information processing system problems such as resolving printing problems and performing system recoveries and backups;
- Assigns passwords and other protection features on a departmental level;
- Advises management on applications to assist department operations;
- Responds to users' requests to generate reports and may perform modifications to existing programs using statistical software packages or programs;
- Liaisons for the Geographic Information Systems (GIS) and Information Systems Department for implementation of system applications and enters and proofs data;
- May perform designing, illustrating, lettering, laying out, producing, and reproducing a variety of graphic materials;
- May supervise, lead, or guide subordinate technical and clerical employees;
- Performs other related job duties as assigned.

QUALIFICATIONS

Education and Experience:

Three (3) years of responsible technical experience in computer information support, data processing, word processing, or related field; or an Associate's degree in computer information technology or a related field and one (1) year of experience in computer information support, data processing, word processing, or related field; or an equivalent combination of education, training, and/or experience.

Special Qualifications (May be required depending on area of assignment):

- Florida Driver's License or Florida Commercial Driver's License and endorsement, if any.
- Assignment to work a variety of work schedules including compulsory work periods in special, emergency, and/or disaster situations.
- Candidate to demonstrate competence and/or possess certifications in one or more specific IT functions.
- Employee's name must not appear on the Health & Human Services exclusion list.
- Other knowledge, skills, abilities, and credentials required for a specific position.

Knowledge, Skills and Abilities:

- Knowledge of business English, spelling, and mathematics, and office practices, procedures, and machines;
- Knowledge of personal computers, statistical, database, and word processing software;
- Knowledge of computerized data collection, analysis methods, and report generation;
- Knowledge and skill in use of departmental software such as desktop publishing software, Geographic Information System applications, Access, and web page development.
- Skill in verbal and written communication, and interpretation of unclear instructions or information.
- Ability to use personal computer to perform analyses, generate reports, which may include skill in the manipulation of equipment and data relative to computer graphics and internet web sites;
- Ability to troubleshoot and resolve routine software and hardware problems;
- Ability to establish and maintain effective working relationships with superiors and assigned employees;
- Ability to prepare accurate drawings, maps, renderings, charts, and layouts.

PHYSICAL/MENTAL DEMANDS

The work is medium work which requires exerting up to 50 pounds of force occasionally, and/or up to 30 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects. Additionally, the following physical abilities are required:

- Crouching: Bending the body downward and forward by bending leg and spine.
- Feeling: Perceiving attributes of objects, such as size, shape, temperature or texture by touching with skin, particularly that of fingertips.
- Fingering: Picking, pinching, typing, or otherwise working, primarily with fingers rather than with the whole hand as in handling.
- Grasping: Applying pressure to an object with the fingers and palm.
- Handling: Picking, holding, or otherwise working, primarily with the whole hand.
- Kneeling: Bending legs at knee to come to a rest on knee or knees.
- Lifting: Raising objects from a lower to a higher position or moving objects horizontally from position to position. Occurs to a considerable degree and requires substantial use of upper extremities and back muscles.
- Reaching: Extending hand(s) and arm(s) in any direction.
- Visual ability: Sufficient to effectively operate office equipment including copier, computer, etc.; and to read and write reports, correspondence, instructions, etc.
- Hearing ability: Sufficient to hold a conversation with other individuals both in person and over a telephone; and to hear recording on transcription device.
- Speaking ability: Sufficient to communicate effectively with other individuals in person and over a telephone.
- Mental Acuity: Ability to make rational decisions through sound logic and deductive processes.
- Stooping: Bending body downward and forward by bending spine at the waist. Occurs to a considerable degree and requires full motion of the lower extremities and back muscles.
- Talking: Expressing or exchanging ideas by means of the spoken word including those activities in which they must convey detailed or important spoken instructions to other workers accurately, loudly, or quickly.
- Repetitive Motion: Substantial movements (motions) of the wrist, hands, and/or fingers.
- Standing: Particularly for sustained periods of time.
- Walking: Moving about on foot to accomplish tasks, particularly for long distances or moving from one work site to another.

WORKING CONDITIONS

Work is performed in a relatively safe, secure, and stable work environment.