



Department Computer Support Specialist 1

Category: Classified/Excluded
Pay Grade: C22
Job Code: 11256

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

This is analytical, technical, and administrative work supporting a department's office automation applications and procedures. An employee in this class tests, maintains, and evaluates information processing procedures, and provides training in procedures and techniques. Duties may include data analysis, report generation, budget preparation and problem solving. Independent analysis and work decisions are made on technical matters. Independent coordination and judgment is required in dealing with internal and external customers. This class supports specific or all departmental automation activities such as WEB page development, graphics software, GIS functions, and database coordination as related to departmental projects and requirements.

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 installations, loads software, resolves equipment problems, performing system recoveries and backups;
- Establishes user categories and access limitations to system resources, trains users to operate computer applications;
- Advises management on applications to assist department operations;
- Responds to users' requests, to generate reports; may perform modifications to existing programs, using statistical software packages or programs;
- Acts as liaison to vendors, contractors, and the County Information Technology Department;
- Oversees receipt and setup of equipment, and installation of new or enhanced software;
- Performs tasks involving entry, correction, and maintenance of databases;
- Supports resolution of basic problems; distinguishes between relevant and irrelevant information to make logical decisions;
- Designs, illustrates, lays, produces, and reproduces a variety of graphic materials;
- Tests new system features, new hardware, new business workflows to determine effectiveness in meeting department's needs;
- Builds key reports to support business operations, management statistics, and data quality;
- Assists in the development of manuals, SOP's, plans, and procedures;
- Supervises, leads or guides employees;
- Assists the Management Team when it comes to the selection of computer software, hardware and peripherals.
- Performs other related job duties as assigned.

QUALIFICATIONS

Education and Experience:

Four (4) years professional experience in the analysis and management of an information systems networks administrative and operational requirements for computer operations related to a specific department or division; Associate's degree with coursework in computer and information science, information technology (IT), business administration, or related field and two (2) years professional experience as described above; or Bachelor's degree in any of the above disciplines; 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 may be required to actually demonstrate or be formally certified in one or more specific IT functions.
- Other highly desirable 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 county automation systems and the operation of word processing, database and spreadsheet programs;
- Knowledge of computerized data collection, analysis methods, and report generation;
- Knowledge of drafting, graphics, and design work principles, practices, techniques and instruments;
- Knowledge of department processes/programs, personnel functions, practices, policies, and procedures
- Skill in the use of desk top publishing software, GIS applications, Microsoft Office products, web page development, and databases;
- Skill in verbal and written communication, and interpretation of unclear instructions or information;
- Ability to design and develop graphic material to illustrate reports, presentations, charts, posters, brochures, programs and ideas for publication, exhibition and technical use;
- Ability to prepare accurate drawings, maps, renderings, charts and layouts;
- Ability to perform analyses and 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, hardware and network problems;
- Ability to independently analyze and solve problems, and render effective advice or assistance;
- Ability to organize and conduct basic training classes for technical and non-technical users;
- Ability to develop and update procedure and operational manuals;
- Ability to perform technical computations, perform analyses, prepare reports, sort, and categorize data;
- Ability to establish and maintain effective working relationships with superiors and assigned employees; and
- Ability to express oneself clearly and concisely, both orally and in writing.

PHYSICAL/MENTAL DEMANDS

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

- **Balancing:** Maintaining body equilibrium to prevent falling while walking, standing or crouching on narrow, slippery, or erratically moving surfaces. The amount of balancing exceeds that needed for ordinary locomotion and maintenance of body equilibrium.
- **Climbing:** Ascending or descending ladders, stairs, scaffolding, ramps, poles and the like, using feet and legs and/or hands and arms. Body agility is emphasized.
- **Crawling:** Moving about on hands and knees or hands and feet.
- **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.
- Hearing: Perceiving the nature of sounds at normal speaking levels with or without correction. Ability to receive detailed information through oral communication, and to make the discrimination in sound.
- 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.
- Mental Acuity: Ability to make rational decisions through sound logic and deductive processes.
- Pulling: Using upper extremities to exert force in order to draw, haul or tug objects in a sustained motion.
- Pushing: Using upper extremities to press against something with steady force in order to thrust forward, downward or outward.
- Reaching: Extending hand(s) and arm(s) in any direction.
- Repetitive Motion: Substantial movements (motions) of the wrist, hands, and/or fingers.
- Speaking: Expressing or exchanging ideas by means of the spoken word including the ability to convey detailed or important spoken instructions to other workers accurately and concisely.
- Standing: Particularly for sustained periods of time.
- 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.
- Visual Acuity: Have close visual acuity such as color differentiation, depth perception, and adequate field vision.
- Walking: Moving about on foot to accomplish tasks, particularly for long distances or moving from one work site to another.

WORKING CONDITIONS

Work is typically performed in a safe and secure work environment that may periodically have unpredicted requirements or demands.