



Department Computer Support Specialist 2

Category: Classified/Excluded
Pay Grade: C25
Job Code: 11258

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 administrative analytical work planning, performing, and coordinating computer support, computer technology, communications, and other technology most specific to the incumbent's assigned department. This class is allocated to multiple departments. An employee in this class serves as a department expert and lead technician for computer support activities and information systems, conducts needs assessments and makes recommendations to management. The incumbent serves as the department's primary liaison on the department's computer systems and the department service providers and technology support contacts to ensure efficient and effective delivery of services. Duties require a broad knowledge of the assigned department's mission or operations, technical support, networking, systems, applications programming, and communications technologies. The incumbent may serve as a team leader or supervisor. The incumbent reports to a senior manager or supervisor.

ESSENTIAL JOB FUNCTIONS (examples, not all inclusive)

- Performs as expert or coordinator for automated computer and telecommunications support to a major department or program activity;
- Analyzes information technology systems performance, develops budget requirements, evaluates and recommends department automation, applications, and other technological improvements;
- Designs new systems, prepares technical and design specifications, identifies maintenance needs;
- Prepares department documentation manuals and applications procedures; automation standards, guidelines, oversees receipt and setup of equipment, and installation of new or enhanced software;
- Coordinates department programming, telecommunications, and training efforts; serves as liaison with other departments, vendors and consultants;
- Researches and recommends procurement of hardware, software; monitors maintenance contracts and consultant services prior to authorizing payments and expenditure of departmental funds for various needs;
- Serves as the Administrator for the Supervisory Control and Data Acquisition (SCADA) system;
- Performs specialized department computer and information systems operations duties including control of database system enhancements, user systems security, tape libraries, system backup, transfer, shutdown procedures, archiving of data recovery, disk management and disaster recovery;
- Troubleshoots computer and network communications, software and hardware problems; designs systems logic, debugs system program problems; and assists software vendors with problem resolution;
- Analyzes and maintains digital telephone systems; conducts electronic communications traffic studies on the switches to maintain optimum network and system design and efficiency;
- Establishes user categories and access limitations to system resources as well as trains users to operate department equipment and applications;
- Assists or take lead in action to select, evaluate, train, and supervise employees;
- Serves as the alternate to perform the duties of co-workers or more senior personnel as appropriate;
- Performs other related job duties as assigned.

QUALIFICATIONS

Education and Experience:

Six (6) years professional experience in the analysis and management of an information systems network's administrative and operational requirements for computer operations related to a specific department or division; or

Associate's degree with coursework in computer and information science, information technology (IT), business administration, or related field and four (4) years professional experience as described above; or Bachelor's degree and two (2) years professional experience as described above; 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 assigned department's computer systems, operations, software, procedures, and functions;
- Knowledge of office automation, statistical and word processing equipment;
- Knowledge of data analysis and research techniques, methods, and processes;
- Knowledge of telemetry systems, data communications, data acquisition, and process control;
- Knowledge of management information systems, computer operations, and application software;
- Knowledge of basic and commonly used programming languages;
- Knowledge and ability to troubleshoot and resolve routine software, hardware, and network problems;
- Knowledge of standard practices associated with telephone and data transport systems installations, modifications, maintenance, and repairs;
- Knowledge of electronic CBX (public and private computer-controlled telephone switching system switching equipment);
- Knowledge of electronic tie systems, electronic telephones, and keys equipment;
- Knowledge of occupational hazards and appropriate safety precautions when servicing telephone equipment;
- Knowledge of governmental purchasing, personnel, and budget practices and procedures;
- Knowledge and ability to identify and resolve basic software, hardware, and network issues;
- Skill in verbal and written communication, and interpretation of unclear instructions or information;
- Skill in the use and care of standard tools, equipment, and testing devices of the telephone service trade;
- Ability to establish and maintain effective working relationships with superiors and assigned employees;
- Ability to organize and conduct basic training classes for 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; and
- Ability to conduct tests, analyze results, identify, and correct errors in completing office or field work.

PHYSICAL/MENTAL DEMANDS

The work is light work which requires exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force to move objects. Additionally, the following physical abilities are required:

- **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.
- Mental Acuity: Ability to make rational decisions through sound logic and deductive processes.
- 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.
- 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 dynamic environment that requires sensitivity to changing goals, priorities, and needs.