



Computer Systems Specialist

Category: Classified
Pay Grade: C27
Job Code: 14548

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 specialized technical and analytical support work for County users of information systems in the interoperability of mainframe, mini, Local Area Network (LAN), and personal computer applications with an emphasis on departmental LANs and file servers; provides leadership, training, consultation, direction, software/hardware installation, assistance, and technical support to County users of mini, LANs, and personal computers and their communications with the shared applications across wide area networks.

ESSENTIAL JOB FUNCTIONS (examples, not all inclusive)

- Provides technical leadership and work coordination for subordinate staff as assigned;
- Provides mini, LAN, and personal computer application support for users and assists with difficult applications or technical support problems;
- Provides information and recommendations regarding capability, compatibility, or constraints of LAN based software/hardware usage;
- Provides technical support by configuring, installing, and supporting mini, LANs, personal computers, specialty equipment, peripherals, software, and operating systems and installs and upgrades system and telecommunication software;
- Develops new methods of data exchange between computer systems using system utilities, communication links, and databases;
- Monitors LAN fileserver activity, assesses potential problems, diagnoses problems after they occur, and establishes common problem resolutions;
- Responds to calls for assistance with software/hardware problems and provides problem determination;
- Monitors and maintains centrally installed shared systems, operating systems, and communications software;
- Writes system procedural code routines;
- Provides information system support such as installing new versions of software, assigning disk space, monitoring usage, and volume recoveries;
- Researches, recommends, and prepares software/hardware configurations;
- Acts as liaison between users and vendors for software/hardware needs, information, and assistance;
- Creates and supports Active Directory Accounts and configures group policies in Active Directory;
- Performs other related job duties as assigned.

QUALIFICATIONS

Education and Experience:

Three (3) years of instructive analysis or operations, applications, and technologies in directly related IT computer business support services processes; or one (1) year of IT related college or IT technical school training plus two (2) years of directly related experience in: IT, MIS, computer science, engineering, or support to IT information systems help desk services; or an Associate's degree in IT, MIS, computer science, engineering plus one (1) year of directly related experience in IT; 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.
- Employees assigned to the Technology Development Center must obtain and maintain a Certified Network Administrator (C.N.A.) Certificate. Employees hired without the certification must obtain one or demonstrate an equivalent ability before the last 30 days of their probationary period.
- Candidate may be required to actually demonstrate or be formally certified in one or more specific IT functions.
- Other knowledge, skills, abilities, and credentials required for a specific position.

Knowledge, Skills and Abilities:

- Knowledge of analysis and research techniques, methods, and procedures;
- Knowledge of Exchange Instruction & Support;
- Knowledge of information processing principles, methods, and procedures;
- Knowledge of LAN Management - Support & Instruction, LAN Server - Installation & Setup, LAN standards - Implement & Instruction, LAN, i.e., LAN Certification or equivalent, NDS - Installation & Support, and NetWare LAN Administration;
- Knowledge of operating characteristics, capabilities, limitations, and application of LANs, mini, and personal computers and their operating systems;
- Knowledge of software/hardware troubleshooting and maintenance procedures;
- Knowledge of Active Directory installation and support;
- Knowledge of Windows LAN and Linux Administration;
- Knowledge of Windows installer and Zenworks along with MS System Manager (SMS).
- Skill as a technical consultant on office products, moderate through advanced stages;
- Skill to teach other individuals and groups applications such as Windows, WordPerfect, Word, Access, Excel, PowerPoint, and Outlook.
- Ability to apply diagnostic procedures on office products moderate through advanced stages;
- Ability to help individuals and groups in computer systems;
- Ability to lead the work of subordinate staff;
- Ability to plan, organize, and execute technical solutions;
- Ability to serve as a project leader for small to moderate upgrades and technology changes;
- Ability to write configurations, recommendations, course outlines, and handout materials
- Ability to oversee the implementation of computer hardware, networks, and complex software or management systems.

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.
- 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 recordings 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 dynamic environment that requires sensitivity to change and responsiveness to changing goals, priorities, and needs.