MAJOR FUNCTION
This is technical work in the operation of computer-related equipment. Work is performed under the general supervision of a higher-level employee who reviews work through observations, conferences, logs, and reports for desired results.

ESSENTIAL AND OTHER IMPORTANT JOB DUTIES

Essential Duties
Operates all components of the computer system and peripheral equipment for the execution of production and test programs. Monitors production and issues assignments to complete work on schedule. Analyzes data storage, selection, and computation problems. Work is to include, but not limited to, the setup of new user accounts for login, setup of email accounts and profiles, configure and installation of hardware in PC's, installation of Office and Windows software, setup of A-series accounts, setup dialing accounts, troubleshoot basic networking TCP/IP protocol issues and setup and configure network printers. Performs cleaning and minor maintenance and adjustments of equipment. Documents software and hardware problems and reports to appropriate personnel. May assist in the planning of production procedures for a computer system to ensure a smooth workflow and conformity with standards. Performs related work as required.

Help Desk: This is an entry-level technical position responsible for Tier 1 and 2 support for the Technology & Innovations Department. Work is to include, but not limited to, installation of software, assistance with creating documentation and guides for the Support Desk and taking calls from users to create a ticket in department's ticket management system detailing the problem. Perform related work as required and complete special projects as needed.

Other Important Duties
Completes special projects as assigned. Performs related work as required.

DESIRABLE QUALIFICATIONS

Knowledge, Abilities and Skills
Considerable knowledge of computer software and hardware technology. Ability to communicate effectively, both orally and in writing. Ability to establish and maintain effective working relationships as necessitated by the work. Ability to diagnose and solve simple problems related to the operation of microcomputers and related equipment and software. Skills in the use and installation of PC's and related equipment. Ability to communicate effectively, both orally and in writing. Ability to understand and follow moderately complex oral and written instructions. Ability to learn new methods, procedures, and operations. Ability to work night shift may be required.

Help Desk: Knowledge of principles, practices and procedures for performing information technology related tasks. Ability to communicate effectively, both orally and in writing. Ability to give verbal instructions on how to resolve issues. Ability to troubleshoot and resolve issues. Proficient in Microsoft Office Suite. Ability to install software. Ability to follow simple to complex instructions to complete a task. Ability to work alone or on a team to complete given tasks.

Minimum Training and Experience
Possession of a bachelor's degree in a computer related major, information systems, computer science, computer engineering, network engineering, electric engineering or a related major; or a high school diploma or an equivalent recognized certificate, and the successful completion of a two-year program of study in a computer related major at a vocational or technical school or community

college, and one year of experience that includes computer-related skills; or an equivalent combination of training and experience.

Necessary Special Requirements
At the department director's discretion, a valid Class E State driver's license may be required at the time of appointment.

Revised: 10-01-81
08-09-83
01-20-89
01-18-90
04-13-04*
02-03-10
11-18-16
01-11-17
01-26-20
12-28-20