

LINN COUNTY CLASSIFICATION

TITLE: COMPUTER SUPPORT SPECIALIST/EX

NUMBER: 018

APPROVAL ORDER

PAY RANGE: 13

NUMBER: 2012-031

CATEGORY: MANAGEMENT/EXEMPT

DATE: February 8, 2012

GENERAL STATEMENT OF DUTIES/JOB OBJECTIVES: Assist in the implementation of departmental computer systems by providing both technical and functional support. Utilize and manipulate large volumes of data in order to produce useful information for planning, monitoring and evaluation of department activities.

SUPERVISION RECEIVED: Works under the general direction of an administrative supervisor. The employee is responsible for carrying out tasks with a minimum of supervision.

SUPERVISION EXERCISED: Supervision of other employees is not a principal responsibility of employees in this classification. An incumbent will, however, work in close coordination with other staff and will provide training and technical assistance.

ESSENTIAL FUNCTIONS: A person employed in this classification must possess the capability to perform the following duties to be considered for and remain in this position. The duties are essential functions requiring the critical skills and expertise needed to meet job objectives. Additional specific details of these essential functions may be provided by the specific office or department job announcement, if applicable.

1. Ability to develop and maintain reports to track staff productivity regarding performance measures to include inputs for employee evaluations.
2. Ability to analyze, design and implement new software solutions related to electronic medical records and health-related systems.
3. Perform systems analysis to define data requirements for input and output processes to manage data from an electronic medical records system.
4. Work with relational databases to extract and manipulate data for quality control and process improvement purposes.
5. Develop procedures and conduct training for departmental staff.
6. Prepare and implement schedule for downtime, backups, billings, hardware and software enhancements, etc.
7. Able to clearly communicate complex technical concepts to staff in simple terminology and train them to use available software tools and resources effectively.
8. Act as department's liaison to software vendors, contractors, and others involved with the development, utilization, or maintenance of the computer system.
9. Develop and maintain effective, harmonious and reasonable work relationships with others. Be able to use collaborative problem-solving skills in a team setting.

10. Maintain regular and predictable work attendance.

OTHER FUNCTIONS: This classification covers the most significant essential functions performed by an employee in this position, but it does not include other occasional work, which may be similar to, related to, or a logical assignment of this position. Staff may be expected to play an active role in the event of a public health emergency, which may include changes in the scope of position responsibilities and working hours.

RECRUITING REQUIREMENTS: (Additional specific details may be provided by the specific office or department job announcement, if applicable).

KNOWLEDGE, SKILL AND ABILITY: General knowledge of computer technology and programming. Knowledge of principles and techniques for data collection, data processing and data analysis. Skill in organizing relevant facts and data to identify business needs and determine solutions to business problems and present findings in a clear and logical manner. Knowledge of relational data base technology. Ability to adapt to various computer technologies and tools to design, build, test, debug, and document computer programs. Ability to communicate concepts and ideas clearly to both technical and non-technical staff. Able to effectively participate and communicate as a member of a team.

EXPERIENCE, EDUCATION AND TRAINING: Graduation from a senior high school plus a two year degree in a computer related discipline and one year experience or any satisfactory equivalent combination of experience, education and training which demonstrates the ability to perform the work described.

NECESSARY SPECIAL QUALIFICATIONS: Possession of a valid motor vehicle operator's license at the time of appointment may be a condition of employment.

PHYSICAL DEMANDS AND WORK ENVIRONMENT: Work is generally performed indoors in an office environment. Work requirements include the ability to sit and move about; see, talk and hear; use hands to finger, handle or operate objects or controls; and reach with hands and arms. The work requires the ability to lift or move thirty (30) pounds.