

LINN COUNTY CLASSIFICATION

TITLE: MICROCOMPUTER SUPPORT SPECIALIST

NUMBER: 087

APPROVAL ORDER

PAY RANGE: 17

NUMBER: 2001-499

CATEGORY: MANAGEMENT/EXEMPT

DATE: August 7, 2001

GENERAL STATEMENT OF DUTIES/JOB OBJECTIVES: Installs and maintains personal computer hardware, software and Local Area Networks (LANs). Installs, administers, and maintains departmental file and print servers. Provides personal computer software support to end-users. Administers and maintains the County electronic mail system. Administers software licenses for centrally licensed personal computer software products. Keeps abreast of new personal computer hardware and software technologies and advises Data Processing Director on same.

SUPERVISION RECEIVED: Works under the supervision of the Data Processing Director who assigns duties and evaluates performance.

SUPERVISION EXERCISED: Supervision of other employees is not a normal responsibility of this position. May assist in the orientation and training of new employees.

ESSENTIAL FUNCTIONS: A person employed in this classification must possess the capability to perform the following duties to be considered for 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. Upon a request from a County office or department, evaluate requirements and determine the current personal computer hardware and/or software that will satisfy the department's needs, obtain quotes from vendors, and order selected products when approved.
2. Install and configure network based personal computers and LAN based servers.
3. Diagnose personal computer and server hardware problems and perform repairs or arrange for repairs by an outside vendor.
4. Monitor server performance and perform system tuning.
5. Add new users to County e-mail system.
6. Provide end users with software support and training on current personal computer software products such as word processors and spreadsheets.
7. In conjunction with Office Specialist, bill County departments for hardware and software purchases.
8. In conjunction with Office Specialist, track the number of software licenses for centrally administered software products and request payments for new licenses and annual support.

9. Make recommendations to Data Processing Director on personal computer hardware, software, server and LAN solutions.
10. Develop and maintain effective, harmonious and reasonable work relationships with others.
11. Maintain regular and predictable work attendance.

OTHER FUNCTIONS:

12. Other duties as assigned.

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

KNOWLEDGE, SKILL, AND ABILITY: Knowledge of current personal computer hardware, operating systems, and software. Knowledge of LAN hardware, operating systems, and software. Knowledge of LAN principles of operation and common network protocols. Skill in analyzing and fixing computer hardware, software, server and LAN problems.

Ability to work with department heads and elected officials to determine their software requirements. Ability to develop computer software systems to satisfy the requirements of County business using current technologies. Ability to work with minimal supervision. Ability to learn and adapt to current and changing technologies. Ability to communicate effectively, both orally and in writing, with technical and non-technical staff. Ability to establish and maintain a harmonious working relationship with elected officials, County department heads and other County employees.

EXPERIENCE, EDUCATION AND TRAINING: An Associates Degree in a computer related discipline from an accredited institution and three years experience supporting personal computers in a networked environment 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 and an acceptable driving record 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.