

UTAH COUNTY JOB DESCRIPTION

CLASS TITLE: COMPUTER TECHNICIAN
CLASS CODE: 3021
EFFECTIVE DATE: 5/7/98 (Revised 6/22/91 version) 1/4/02 changed title
MARKET POINT: Based on applicable market study

DEPARTMENT: Computer

JOB SUMMARY

Maintains integrity and continued operation of County computers and related peripheral equipment; Provides mainframe support; Maintains tape libraries for mainframe servers; Runs daily logs, backups, and inventory; Runs help desk (personal computer support), and repairs hardware and software problems; Sets up new equipment, and performs on-site training; Provides support for outside users; and Facilitates print jobs from a variety of sources.

CLASS CHARACTERISTICS

This is the primary computer hardware / software technical support classification level.

ESSENTIAL FUNCTIONS

Resolves problems with computer peripherals.

Controls network switches, and monitors fiber optics between County sites.

Diagnoses data line modem failures and data line errors.

Installs, and upgrades software and hardware on personal computers, and provides onsite training for users.

Configures personal computers to the Novell Network.

Performs daily backups to the Sun Microsystems, Unisys A Series, and Novell networks.

Maintains surveillance of operating systems, temperature, and building backup systems.

Diagnoses problems and repairs personal computers, printers, routers, modems, N-base switches, concentrators, mainframe, and servers.

Provides telephone support for hardware and software, and troubleshoots line problems.

Facilitates print jobs on laser and line printers.

Maintains inventory of building wiring to user sites.

Runs the help desk (personal computer support) sufficient to record all user related problems

Trains people in proper hardware use and in proper input and retrieval procedures.

Coordinates program scheduling between departments.

KNOWLEDGE, SKILLS, AND ABILITIES

Skill in reading, writing, math, and verbal communication; Knowledge of Unix, UNISYS A Series, computer tape drives and disk drives, telecommunications networks, Novell servers and software, Windows, Windows NT, and PC networks; Knowledge of data communications at all county sites; Knowledge of the maintenance and operation of all types of laser printers, personal computers, diagnostic equipment, routers, servers, modems, and mainframe equipment; Ability to keep up with new technology (hardware and software) supported by the computer center; Knowledge of Unisys A series computers and printer and computer assembly; and Ability to maintain cooperative working relationships with those contacted in the course of work activities.

PHYSICAL DEMANDS

Regularly walk, stand, or stoop; Frequently lift, carry, push, pull, or otherwise move objects weighing up to 75 pounds; Regularly drives a motor vehicle; Works for sustained periods of time maintaining concentrated attention to detail; and Need to distinguish between shades of color.

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Accommodation may be made for some of these physical demands for otherwise qualified individuals who require and request such accommodation.

WORKING CONDITIONS

Work is performed in an office, library, computer room, or other environmentally controlled building; Work is performed in a stockroom, warehouse, or other partially environmentally controlled building; Work is performed in a very noisy place; and Work exposes incumbent to possible bodily injury from moving mechanical parts of equipment, tools, or machinery.

EDUCATION AND EXPERIENCE

Equivalent to an Associate's degree in computer science or a closely related field; and Two (2) years work experience performing computer technical support activities.

LICENSING AND CERTIFICATION

Incumbent must possess a valid State of Utah driver's license.

This description lists the major duties and requirements of the job and is not all-inclusive. Incumbent(s) may be expected to perform job-related duties other than those contained in this document and may be required to have specific job-related knowledge and skills.