

FAIRFIELD COUNTY, SOUTH CAROLINA

JOB TITLE: COMPUTER TECHNICIAN

GENERAL STATEMENT OF JOB

Under general supervision is responsible for overseeing, installing and maintaining computers, network file servers, network cabling and network software as well as performing daily backups of network and safeguarding data files throughout the County. Reports to the IT Director.

SPECIFIC DUTIES AND RESPONSIBILITIES

ESSENTIAL JOB FUNCTIONS

Provides technical support to users of computer networks, including software and hardware instruction and troubleshooting, as well as maintaining network standards, quality control standards, and data security for Countywide systems.

Assists the Information Services Supervisor in maintaining the Local Area Network which includes training and monitoring various network users as well as generating "backups" of the system daily; serving as a contact person between the County and computer software and hardware personnel; conducting diagnostic and recovery procedures in the event of computer-related problems; and remaining on-call for computer problems that may occur after normal working hours.

Maintains standard configurations across the network and manages software and operating system upgrades.

Assists in the evaluation and acquisition of both hardware and software technological changes and makes recommendations for computer enhancements and upgrades to County systems.

Operates basic office equipment and a wide variety of computer related equipment. Exercises care and safety in the use of equipment and tools required to complete assigned tasks.

Receives, reviews, prepares and/or submits various records and reports, documents, and correspondence.

Interacts and communicates with various groups and individuals such as all staff members, County department heads, etc.

Works with Human Resources to establish an on going training program to increase knowledge of computers for all County employees.

ADDITIONAL JOB FUNCTIONS

Performs related duties as required.

MINIMUM TRAINING AND EXPERIENCE

Requires an Associates degree in computer science or related field supplemented by three to five years experience in technical support, or an equivalent combination of education, training and experience that provides the required knowledge, skills and abilities. Must have experience with IBM AS400 System, Windows 9X.

MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS

Physical Requirements: Must be physically able to operate a variety of machines and equipment including various computer equipment, telephone, fax machine, etc. Must be able to exert up to forty pounds of force occasionally and/or up to twenty pounds of force frequently or constantly to lift, carry, push, pull or otherwise move objects. Sedentary work involves sitting most of the time, but may involve lifting, walking or standing for periods of time. Must be able to lift and/or carry weights of twenty to forty pounds.

Data Conception: Requires the ability to compare and/or judge the readily observable functional, structural or compositional characteristics (whether similar to or divergent from obvious standards) of data, people or things.

Interpersonal Communications: Requires the ability of speaking and/or signaling people to convey or exchange information. Includes receiving direction and instruction from supervisor. Includes the ability to provide instruction and guidance on technical computer program use to computer users in laymans terms.

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Language Ability: Requires ability to read a variety of policies and procedures, instructions, etc. Requires the ability to prepare required documentation and correspondence, etc. with proper format, punctuation, spelling and grammar, using all parts of speech. Requires the ability to speak with and before others with poise, voice control and confidence.

Intelligence: Requires the ability to apply principles of logical thinking to define problems, collect data, establish facts and draw valid conclusions; to deal with several abstract and concrete variables. Must have the ability to comprehend and interpret received information.

Verbal Aptitude: Requires the ability to record and deliver information, to explain procedures, to follow and give verbal and written instructions; to counsel and teach employees. Must be able to communicate effectively and efficiently in a variety of technical and/or professional languages including various computer languages.

Numerical Aptitude: Requires the ability to add and subtract totals, to multiply and divide, to use mathematical formulas, to determine percentages and decimals and to determine time. Must be able to use practical applications of fractions, percentages, ratio and proportion.

Form/Spatial Aptitude: Requires the ability to inspect items for proper length, width and shape, and visually read various information.

Motor Coordination: Requires the ability to coordinate hands and eyes using office machinery; to operate motor vehicles.

Manual Dexterity: Requires the ability to handle a variety of items, keyboards, office equipment, control knobs, buttons, switches, catches, etc. Must have minimal levels of eye/hand/foot coordination.

Color Discrimination: Requires the ability to differentiate colors and shades of color.

Interpersonal Temperament: Requires the ability to deal with people beyond giving and receiving instructions. Must be adaptable to performing under stress when confronted with emergency, unusual or dangerous situations, or in situations in which working speed and sustained attention are make or break aspects of the job.

Physical Communications: Requires the ability to talk and hear: (talking: expressing or exchanging ideas by means of spoken words; hearing: perceiving nature of sounds by ear).

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PERFORMANCE INDICATORS

Knowledge of Job: Has thorough knowledge of the methods, procedures and policies of the Information Services division as they pertain to the performance of duties of the Computer Technician position. Has considerable knowledge of the functions and interrelationships of County and other governmental agencies. Is knowledgeable in the laws, ordinances, standards and regulations pertaining to the specific duties and responsibilities of the position. Is able to ensure divisional compliance with all laws and regulations and control the activities of the division through effective supervision. Has extensive knowledge in the areas computer networks, diagnostic procedures, software applications, computer operating systems, hardware maintenance and mathematics. Has extensive knowledge and understanding of all pertinent codes, ordinances, regulations and standards. Has comprehensive knowledge of computer and software terminology used within the County. Understands the ever changing technological field and is capable of staying abreast of changes that would improve the performance of all County systems. Is able to make sound, educated decisions. Has the ability to offer instruction and advice to system users regarding software use, general policies, methods and regulations pertaining to information services. Is able to take the initiative to complete the duties of the position without the need of direct supervision. Has the ability to plan, organize and prioritize daily assignments and work activities. Has good organizational, technical and human relations skills. Has the ability to learn and utilize new skills and information to improve job performance and efficiency. Has knowledge of proper English usage, punctuation, spelling and grammar. Has knowledge of modern office practices and technology; has skill in the use of computers for word and data processing. Has the mathematical ability to handle required calculations. Is able to read and interpret complex materials pertaining to the responsibilities of the job. Is able to assemble and analyze information and make written reports and records in a concise, clear and effective manner. Knows how to maintain effective relationships with personnel of other departments, professionals and members of the public through contact and cooperation. Knows how to make public presentations. Knows how to react calmly and quickly in emergency situations. Has knowledge of the standard tools, materials and practices of the industry. Has skill in the care and use of required tools and equipment. Is able to make minor repairs and adjustments to equipment. Has knowledge of the occupational hazards and safety precautions of the industry.

Quality of Work: Maintains high standards of accuracy in exercising duties and responsibilities. Exercises immediate remedial action to correct any quality deficiencies that occur in areas of responsibility. Maintains high quality communication and interaction with internal and external entities with whom the position interacts.

Quantity of Work: Performs described Essential Functions and related assignments efficiently and effectively in order to produce quantity of work which consistently meets established standards and expectations.

Dependability: Assumes responsibility for completing assigned work. Completes assigned work within deadlines in accordance with directives, policy, standards and prescribed procedures.

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Maintains accountability for assigned responsibilities in the technical, human and conceptual areas.

Attendance: Attends and remains at work regularly and adheres to policies and procedures regarding absenteeism and tardiness. Provides adequate notice to higher management with respect to vacation time and leave requests.

Initiative and Enthusiasm: Maintains an enthusiastic, self-reliant and self-starting approach to meet job responsibilities and accountabilities. Strives to anticipate work to be accomplished, and initiates proper and acceptable action for the completion of work with a minimum of supervision and instruction.

Judgment: Exercises analytical judgment in areas of responsibility. Identifies issues or situations as they occur and specifies decision objectives. Identifies or assists in identifying alternative solutions to issues or situations. Implements decisions in accordance with prescribed and effective policies and procedures and with a minimum of errors. Seeks expert or experienced advice where appropriate and researches issues, situations and alternatives before exercising judgment.

Cooperation: Accepts supervisory instruction and direction and strives to meet the goals and objectives of same. Questions such instruction and direction when clarification of results or consequences are justified, i.e., poor communications, variance with established policies or procedures, etc. Offers suggestions and recommendations to encourage and improve cooperation intra- and inter-departmentally.

Relationships with Others: Shares knowledge with managers, supervisors and co-workers for mutual benefit. Contributes to maintaining high morale among all employees. Develops and maintains cooperative and courteous relationships inter- and intra-departmentally, and with external entities with whom the position interacts. Tactfully and effectively handles requests, suggestions and complaints in order to establish and maintain good will. Emphasizes the importance of maintaining a positive image.

Coordination of Work: Plans and organizes daily work routine. Establishes priorities for the completion of work in accordance with sound time-management methodology. Avoids duplication of effort. Estimates expected time of completion of work elements and establishes a personal schedule accordingly. Attends required meetings, planning sessions and discussions on time. Implements work activity in accordance with priorities and estimated schedules.

Safety and Housekeeping: Adheres to all established safety and housekeeping standards. Ensures such standards are not violated.

DISCLAIMER: This job description is not an employment agreement or contract. Management has the exclusive right to alter this job description at any time without notice.