

TECHNICAL SPECIALIST

PURPOSE AND NATURE OF WORK

Position is responsible for assistance, monitoring, copyright law compliance, and to the extent possible in a decentralized organization, establishing standards, uniformity and controls over personal computer hardware and software purchases and usage. Incumbent works under the general direction of the Information Services Technical Supervisor and has no supervisory responsibilities.

ILLUSTRATIVE EXAMPLES OF WORK (Note: These examples are intended only to illustrate the various types of work performed by incumbents in this class. All of the duties performed by any one incumbent may not be listed, nor does any incumbent necessarily perform all of these duties.)

Analyzes, investigates, and advises management on all matters relating to personal computer applications, proposals and problems. Inspects personal computer installations for compliance with copyright laws. Takes calls from users with problems as referred by the Help Desk Specialist. Assists the Network Administrator in installation, maintenance, and troubleshooting of personal computer networks. Assists Systems Support Specialist in integration of mainframe and personal computer hardware and software. Compiles, maintains, analyzes, and reports on types, quantities, locations, and application of personal computer hardware, software and related equipment users throughout the organization. Assists potential users in evaluation of equipment, needs assessment, purchasing, installation, training, security, and troubleshooting. Resolves random access memory problems. Writes, rewrites, and edits config.sys and autoexec.bat files as necessary. Assists users with and performs installation of devices and drives such as CD-ROMs, scanners, modems, and other peripherals. Assists users with and performs upgrades to system boards, controllers, memory, central processing units, video controllers, monitor, printers, and other peripherals.

Performs related work as required.

NECESSARY KNOWLEDGES, ABILITIES, AND SKILLS

Thorough knowledge of personal computer operating systems, including but not limited to, Windows, OS2, and others as needed.

Thorough knowledge of installation, common problems, and solutions for common spreadsheets, word processors, and communications packages.

Knowledge of personal computer hardware, as well as upgrade and maintenance methods and materials.

Ability to objectively and calmly assess personal computer and user problems under pressure, identify viable solutions, clearly communicate them and follow up.

Ability to establish and maintain effective working relationships with employees, managers, elected officials, vendors, service workers, and the general public.

DESIRABLE TRAINING AND EXPERIENCE

Bachelor's or Associate's degree in a field including substantial computer science course work supplemented by significant experience in personal computer hardware/software support and service; or any equivalent combination of training, education, certification and experience.