

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 or IS&T 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 personal computer hardware and software. Compiles, maintains, analyzes, and reports on types, quantities, locations, and applications 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. Creates documentation, including procedural manuals, as required to provide a measure of self-help for end users. Assists users with and performs installation of devices such as printers, scanners, and other peripherals. Scans and repairs computers for malware infections. Performs minor data recovery as needed. Aids and instructs end users accurately and efficiently via remote troubleshooting where possible. Goes on site when necessary for deployment and/or troubleshooting of hardware, software, and peripherals.

Performs related work as required.

NECESSARY KNOWLEDGES, ABILITIES, AND SKILLS

Thorough knowledge of personal computer operating systems, including but not limited to Windows 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 computer-related curriculum, especially computer engineering or information technology, supplemented by significant experience in personal computer hardware/software support and service; or any equivalent combination of training, education, certification, and experience.