

SKAMANIA COUNTY

JOB DESCRIPTION

**TITLE: CENTRAL SERVICES
SUPPORT TECHNICIAN**

**FLSA STATUS: Non-Exempt
Approved: 12/28/00
Revised: 1/08
Range: 21**

SUMMARY

Persons in this position provide support to computer users in the use of application software products and responds to hardware, software and network problems with corrective procedures. Persons also provide network administration functions, design and maintain county web pages, and provide database programming. Persons in this position are given significant discretion, within the scope of policy and regulations, on the routine performance of their duties; supervision and guidance are received from the Director of Central Services.

ESSENTIAL FUNCTIONS

Assists users in the use of a variety of hardware devices and software packages.

Troubleshoots failed application programs, to determine the cause and resolution of the problem(s).

Troubleshoots failed system software components to determine the cause and resolution of the problem(s).

Troubleshoots computer hardware, and network communication failures.

Restore and/or repairs damaged or corrupt data files.

Installs and configures computer hardware and software packages to appropriate standards.

Performs preventative maintenance for computers, data communication, and peripheral equipment. Tests and adjusts to appropriate standards.

Schedules implementation of new systems, and resolves problems arising during implementation.

Assists with the design, installation, and documentation of the county-wide network.

Performs network administration functions, designs and supervises user authorizations, installs and configures network software, and monitors network security.

Monitors performance of computer systems, taking corrective action as necessary.

Confers with department heads and key personnel to define web page needs. Designs and maintains the county web pages.

Design database programs including tables, forms, reports, and programming code.

Performs client-user training on commercial software packages when required.

Performs as directed some duties of the Central Services Director in his/her absence.

PERIPHERAL FUNCTIONS

Perform some duties of the Central Services Director in his/her absence

Performs other duties as assigned.

KNOWLEDGE, SKILLS, AND ABILITIES

Demonstrated knowledge of microcomputers/servers, related operating systems, and application software. Implement and maintain sound organizational practices.

Ability to develop sets of instructions, and arrange those instructions in a logical sequence, in order to achieve a desired outcome.

Must have cognitive ability to analyze columns of numbers and text characters to identify repeating patterns, data errors, and related purposes.

While performing the duties of this job, the employee is regularly required to use hand/finger dexterity to handle objects, tools, or controls. The employee frequently is required to sit. The employee is occasionally required to stand, walk and talk or hear.

Good health, and good physical condition, appropriate to the position. The employee must occasionally lift and/or move up to 50 pounds. Specific vision requirements include: close vision, the ability to adjust focus and read small print.

Must be able to utilize communications and related test equipment necessary to perform required duties.

Ability to use microcomputers, modems, calculator, and other office equipment standard to areas of assignment and to adapt to new and/or modified equipment which may be acquired.

Familiarity with tools, instruments, equipment and techniques commonly used in the performance of related tasks.

Maintain a high standard for accuracy, completeness, and efficiency in the preparation of reports. Independent and self motivated to complete required deadlines while simultaneously completing other tasks.

Ability to quickly grasp new techniques, deal with rapid changes in events, remain calm in stressful situations, relate to various personality styles in a calm, professional manner.

Understands the need for maintaining confidentiality of sensitive information.

Effectively communicates with others, both in writing and orally.

Assures efficient and effective utilization of department personnel, funds, materials, facilities, and time.

EDUCATION AND EXPERIENCE

Completion of two years college course work in Computer Science or related field, or any combination of experience and training which provides the knowledge of microcomputers and related operating systems and application software.

WORKING CONDITIONS

Work is performed primarily in an office environment, with frequent interruptions, but requires the ability to access computer equipment and accessories (cables, wires, etc.) in locations with limited accessibility. Requires the ability to be "on-call" for emergency situations. Must complete and pass an identification, state of residency, criminal history, and national finger print-based record check within 30 days of employment.

PHYSICAL REQUIREMENTS

The duties of the above position require sitting, walking, stooping, bending, crawling, reaching, twisting, and the ability to lift a minimum of 50 pounds. Requires the ability to sit for extending periods of time using a keyboard. Requires finger dexterity, sense of touch, gripping with fingers and hands; ability to see, hear voice conversation, and to speak.

The statements contained herein reflect general details as necessary to describe the essential functions of this job, the level of knowledge and skills typically required, and the scope of responsibility, but should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absences or relief, to equalize peak work periods, or otherwise to balance the work load.

It is the policy of Skamania County to not discriminate against any person with regard to race, color, religion, sex, age, national origin, marital status, or physical/mental disability.
