

## COMPUTER SUPPORT TECHNICIAN

### **PURPOSE**

To assist in the maintenance and administration of the day-to-day operations of the City-Wide network which is comprised of multiple site locations; to provide technical and non-technical support for computer equipment and related networks; to provide training and assistance to users as needed; and to provide operational support of the computer network and computer system.

### **WORKING CONDITIONS**

Work may involve prolonged sitting, climbing, kneeling, stooping, reaching, pulling, pushing, manual dexterity; clear speech, visual and hearing acuity, and carrying up to approximately 50 pounds.

### **SUPERVISION**

General direction is provided by the Senior Accountant.

**ESSENTIAL JOB FUNCTIONS** - Duties may include, but are not limited to, the following:

Installs, configures, diagnoses, troubleshoots, maintains, replaces and repairs computers, including hardware, software, network connections, peripheral equipment and related equipment.

Answers user inquiries and advises users by analyzing, researching, troubleshooting and defining problems to provide technical solutions to user problems. Knows when to pass a problem to more knowledgeable sources for resolution.

Installs, maintains, and supports radio communication, telephone equipment and assists with the administration of voice mail, telephones, diagnoses problems and coordinates repairs.

Assists with network and server administration, installation and maintenance, including back-up and restore processes, electronic mail, Internet/Intranet access and related work.

Assists in the implementation, documentation, and training on the use and application of hardware and software; assists in the development of training documents, communication protocols, computer related procedures manuals, and other related materials.

Maintains the City's website by assisting in the development of new web pages, uploading new information onto the website, and updating time sensitive documents on a regular basis.

Maintains documentation on web site information.

Monitors other municipal and government sites to provide similar information and works to make improvements.

Performs special projects as assigned, which may include planning, coordinating and administrative work.

Maintains technical expertise and competence in the field of information technology with standardized City hardware and software products.

## **DESIRABLE QUALIFICATIONS**

### **Knowledge and Abilities:**

Basic principles of technology related to the installation, configuration, diagnosis, testing, maintenance and operation of computers, operating systems, hardware, software and peripheral computer equipment; web page development and maintenance, including current applications of HTML and HTML editors, and JAVA script; techniques and methods of computer hardware and software evaluation, implementation and required documentation; computer logic and mathematics

Install, maintain, diagnose, and repair a variety of computers, and peripheral equipment to optimize network client software and personal computer software; logically solve problems relating to equipment configuration and overall system design; set up and/or modify setting within the computer operation system to meet the needs of the users; learn and apply new technologies; learn and comprehend personal computer and network manuals; read, interpret and apply complex technical publications, manuals and other documents; plan, organize and meet due dates in a timely fashion; communicate effectively both orally and in writing; establish and maintain cooperative and effective relationships with those contacted in the course of work.

### **Education and Experience:**

Any combination equivalent to experience and education that would likely provide the required knowledge and abilities would be qualifying. A typical way to obtain the knowledge and abilities would be:

**Education:**

Completion of Associate's degree in computer science, or professional certification in a computer related field.

**Experience:**

Two years of responsible computer system support, and the operation, installation and maintenance of computer systems and operations.

**Other Requirements:**

Possession of a valid Class C California Driver's License and a satisfactory driving record are conditions of initial and continued employment.