

UTAH COUNTY JOB DESCRIPTION

CLASS TITLE: COMPUTER TECHNICIAN
SENIOR COMPUTER TECHNICIAN

CLASS CODE: COMPUTER TECHNICIAN - 3021
SENIOR COMPUTER TECHNICIAN - 3022

FLSA STATUS: NON-EXEMPT

SUPERVISORY STATUS: COMPUTER TECHNICIAN - NONE
SENIOR COMPUTER TECHNICIAN - LEAD

EFFECTIVE DATE: 3/11/2010 (revised 1/4/2002 version of Computer Technician)
DEPARTMENT: INFORMATION SYSTEMS

JOB SUMMARY

Under general supervision of the Computer Technical Support Manager, performs routine and technical computer support work associated with maintaining hardware, software, and related technology for County departments.

CLASS CHARACTERISTICS

Computer Technician: This is the full performance classification of the series.

Senior Computer Technician: This lead classification requires additional experience and the ability to lead others through assigning and monitoring work.

ESSENTIAL FUNCTIONS

Computer Technician:

Maintains integrity and continued operation of County computers and related peripheral equipment.

Provides workstation computer support including support for outside users through operation of the help desk; provides telephone support for hardware and software and troubleshoots problems.

Installs and upgrades software and hardware and provides onsite training for users.

Facilitates print jobs from a variety of sources and using a variety of printers.

Controls network switches and monitors network connectivity between County sites; diagnoses and resolves network connectivity problems and errors; configures workstation computers to operate on the County network.

Performs daily backups to the Sun Microsystems, Unisys A Series, and Novell networks; provides mainframe support; maintains tape libraries for mainframe servers; runs daily logs, backups, and inventory.

Monitors and maintains the operating environment of County data centers.

Diagnoses problems and repairs workstation computers, printers, routers, modems, network switches, servers, and related equipment.

Connects workstation equipment to County network utilizing building wiring.

Transports computer hardware and equipment to off site locations using a pushcart or personal vehicle.

Senior Computer Technician (in addition to the essential duties described above):

Prioritizes, assigns, and monitors work; provides input for performance evaluations.

KNOWLEDGE, SKILLS, AND ABILITIES

Computer Technician:

Working Knowledge of: computer systems used by the County; computer peripherals including tape drives, disk drives and printers; telecommunications networks, servers, operating systems software, office automation software such as word processing and spreadsheets, Windows, PC networks, and data communications at all county sites.

Skill in: reading, writing, and basic math; operating and maintaining all types of laser printers, personal computers, diagnostic equipment, routers, servers, modems, and mainframe equipment.

Ability to: maintain cooperative working relationships with those contacted in the course of work activities; communicate effectively verbally and in writing; learn new technology (hardware and software); ability to work as a team to meet deadlines and reach goals.

Senior Computer Technician (in addition to the knowledge, skills, and abilities described above):

Knowledge of: supervisory techniques.

Ability to: prioritize, assign, and monitor work.

PHYSICAL DEMANDS

Frequently: sits at a desk or table; walks, stands, or stoops.

Regularly: kneels, crawls or crouches; uses arms to reach; works for sustained periods of time maintaining concentrated attention to detail; lifts or otherwise moves objects weighing up to 50 pounds; drives a motor vehicle; distinguishes between shades of color.

Occasionally: lifts or otherwise moves objects weighing up to 75 pounds.

Accommodation may be made for some of these physical demands for otherwise qualified individuals who require and request such accommodation.

WORKING CONDITIONS

Work is typically performed in an environmentally controlled building, but is regularly performed in a stockroom, warehouse, or other partially environmentally controlled building or space. Work requires traveling and transporting equipment to various building locations either on foot or by vehicle. Work exposes incumbent to noise. Work occasionally exposes incumbent to dirt, dust, or fumes. Work exposes incumbent to possible bodily injury from working on or transporting equipment, tools, or machinery.

EDUCATION AND EXPERIENCE

Computer Technician:

Associate's degree in computer science or closely related field and Two (2) years of work experience performing computer technical support activities. Equivalent combinations of education and experience may also be considered.

Senior Computer Technician:

Associate's degree in computer science or closely related field and Three (3) years of work experience performing computer technical support activities of which one year is with Utah County Government as a Computer Technician. Equivalent combinations of education and experience may also be considered.

LICENSING AND CERTIFICATION

Selected applicants may be subject to a background check.

Applicant must possess a current driver's license and obtain a valid State of Utah driver's license within 60 days of employment.

CAREER LADDER ADVANCEMENT

For promotion through career ladder advancement from a lower classification level of this series to a higher one, there must be funding in the budget and the employee must: 1) possess the required licensure and certifications of the higher classification level, 2) meet the education and experience requirements and class characteristics of the higher classification level, 3) have written recommendation from the department head and, 4) receive approval from the Director - Office of Personnel Management.

This description lists the major duties and requirements of the job and is not all-inclusive. Incumbent(s) may be expected to perform job-related duties other than those contained in this document and may be required to have specific job-related knowledge and skills.