CLASS TITLE: INFORMATION TECHNOLOGY SUPPORT SPECIALIST

BASIC FUNCTION:
Under the direction of an assigned supervisor, perform a variety of specialized duties in the installation, configuration, operation, maintenance, troubleshooting, diagnosis and repair of computer hardware, software, networks and peripherals; perform a variety of network administration activities.

REPRESENTATIVE DUTIES:
ESSENTIAL DUTIES:
Install, configure, modify and maintain computer hardware, peripheral equipment, networks and a variety of software applications to assure effective operation of County Office computer systems; respond to County Office work orders and needs in a timely and efficient manner.

Perform a variety of network administration activities; set up and maintain servers; establish and maintain user accounts, passwords, e-mail accounts, internet connectivity, back-ups and designated programs and systems.

Investigate, troubleshoot, diagnose and repair hardware, software and network malfunctions as necessary; install and update computer software; run and update anti-virus programs as appropriate; configure hardware and software applications; install and remove cabling as necessary.

Provide for the effective and efficient storage, retrieval, customization and archiving of data; troubleshoot and resolve database problems; assure data integrity; prepare backup data files; monitor available system disk space; move files as necessary to provide for program running.

Prepare computer equipment for staff use; install software and hardware and observe elements of the computer for evidence of performance issues; connect work stations to network server and assure proper operation.

Troubleshoot, diagnose and resolve problems with peripheral equipment including printers, printer cables, switches, routers and others.

Serve as a technical resource to County Office computer users concerning the operation of computer applications as assigned; respond to inquiries and provide technical information concerning related practices, requirements, guidelines and procedures.

Operate a variety of technical equipment including testers, meters and various hand and power tools; drive a vehicle to conduct work.

Communicate with County Office personnel and various outside agencies to exchange information, coordinate activities and resolve issues or concerns.

Participate in the design, implementation and maintenance of County Office website features as required.
Maintain routine records related to work performed.

Provide technical assistance and consultation regarding the design and set up of County Office computer systems as requested; provide technical training in a classroom environment as assigned.

OTHER DUTIES:
Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:
KNOWLEDGE OF:
Practices, procedures and techniques involved in the installation, configuration, operation, maintenance, troubleshooting, diagnosis and repair of computer hardware, software, networks and peripherals.
Computer hardware systems and software applications utilized by the County Office.
Manual instructions, sufficient to enable quick and accurate diagnosis of difficulties.
Principles, methods and procedures of operating computers and peripheral equipment.
Database structures, on-line applications and system capabilities of assigned computer systems.

Applicable types of cabling systems and network design.
Materials, methods and tools used in the operation and repair of computer systems.
Basic record-keeping techniques.
Technical aspects of field of specialty.

ABILITY TO:
Install, maintain and repair computer hardware, software, networks and peripheral equipment.
Troubleshoot, diagnose and resolve problems with computer hardware, software, networks and peripherals in a timely manner.
Perform a variety of network administration activities.
Operate a variety of tools and equipment utilized in the operation and repair of computer and network systems.
Maintain data integrity and prepare backup data files.
Maintain network system security, servers and databases.
Understand and follow oral and written instructions.
Determine appropriate action within clearly defined guidelines.
Install, upgrade and configure computer software.
Work independently with little direction.
Meet schedules and time lines.
Communicate effectively both verbally and in writing.
Establish and maintain cooperative and effective working relationships with others.
Maintain routine records related to work performed.
Maintain current knowledge of technological advances in the field.
Demonstrate interpersonal skills with tact, patience and courtesy.
Maintain regular and reliable attendance.

EDUCATION AND EXPERIENCE:
Any combination equivalent to: graduation from high school supplemented by college-level coursework in computer science and 5 years increasingly responsible experience in information technology, or a bachelor's degree in computer science or related field plus 3 years increasingly responsible experience in information technology.

LICENSES AND OTHER REQUIREMENTS:
Valid California driver's license.

WORKING CONDITIONS:
ENVIRONMENT:
Indoor work environment.
Driving a vehicle to conduct work.

PHYSICAL DEMANDS:
Dexterity of hands and fingers to operate a variety of computer equipment.
Hearing and speaking to exchange information.
Sitting or standing for extended periods of time.
Bending at the waist, kneeling or crouching.
Seeing to view a computer monitor and read a variety of materials.
Physical agility to lift 25 pounds to shoulder height and 50 pounds to waist height.
Lifting, carrying, pushing or pulling heavy objects.

Grade Allocation: 39	Accountability of time: Director of Dept/Division
Adopted: 7/1/04	Tasks assigned by: Director of Dept/Division
Revised:	Evaluated by: Director of Dept.Division
	Hiring authority: Director of Dept/Division