

COMPUTING SUPPORT TECHNICIAN I

Employees in this class perform tasks to aid in the on-going support of computer users.

Under general supervision, employees perform tasks to aid in the on-going support of computer users. Employees typically work in a microcomputer environment; however, positions may be located in other environments. Employees provide hardware and software support to users including but not limited to software training, technical advice on software packages, Lan/hard disk back-ups for disaster recovery, hardware and software installation, disk formatting, and trouble-shooting printer malfunctions. Employees may assist in the development of applications for users, generate ad hoc reports, develop user documentation, and evaluate hardware, software, and new technology to make purchase recommendations. Work at this level is distinguished from the higher level by more involvement in routine office support functions and less involvement in applications development. Training at this level is usually on an informal basis and typically includes a small variety of packages.

I. DIFFICULTY OF WORK:

Complexity - Employees provide assistance to users on a small variety of software packages, train users, install software, perform back-ups, and provide some programming support. Employees trouble-shoot problems such as logging on to computer systems or software, printing problems, or routine error messages. In some cases, employees research appropriate manuals to find answers. If standard techniques do not resolve the situation, employees will refer the clients to the appropriate technical professional. Employees assist users in the automation of routine office functions and may develop user documentation.

Guidelines - User documentation for hardware and software supported and policy and procedure manuals.

II. RESPONSIBILITY:

Accountability - Employees are responsible to the users for the timely resolution of their problems through providing an answer or referral for appropriate consultation, for ensuring users know how to use the available hardware and software, for ensuring the equipment is working properly, and for performing disk back-ups as required.

Consequence of Action - Failure to provide appropriate response time or referral may cause loss of work time or inaccurate computing results for the users. Failure to properly train users may result in the under-utilization or improper use of the hardware and software. If back-up processes are not done properly, data could be lost.

Review - Routine responses to users' requests for assistance are made independently and are not typically reviewed. Referrals may be discussed with superiors to determine appropriate consultation or to follow-up on responses. User documentation and applications developed for users are reviewed in more detail.

III. INTERPERSONAL COMMUNICATIONS:

Subject Matter - Employees communicate with users and professional computing employees concerning computer hardware, software, and communications.

Purpose - Employees communicate with users to determine the nature of the problem, to assist them with applications development and to train them in the use of hardware and software. Employees communicate with computing personnel when assistance is needed in supporting users.

IV. OTHER WORK DEMANDS:

Nature of Working Conditions - The majority of work is conducted in a typical office setting.

Nature and Potential of Personal Hazards - Employees are not typically exposed to hazards.

V. RECRUITMENT STANDARDS:

Knowledges, Skills, and Abilities - General knowledge of computers and related information technology devices. General knowledge of the software packages utilized. Ability to communicate effectively with users who may not be coherent in clarifying problem situations. Ability to work under time constraints and other demands. Ability to establish and maintain effective working relationships.

Minimum Training and Experience Requirements - Graduation from high school and three years of experience in the use of computing and information technology resources; or an equivalent combination of training and experience. (Specific knowledge of the particular software or systems supported may be required.)

Special Note: This is a generalized representation of positions in this class and is not intended to identify essential functions per ADA. Examples of work are primarily essential functions of the majority of positions in this class, but may not be applicable to all positions.