



DEPARTMENT COMPUTER SUPPORT SPECIALIST 1

Department: Various
Job Class #: 630300
Pay Range: Professional 28

FLSA: Non-Exempt
Represented: Both
CSC Approved: 09/14/10

Classification descriptions are intended to present a descriptive list of the range of duties performed by employees in this class and are not intended to reflect all duties performed within the job.

GENERAL FUNCTION: An employee in this classification provides routine technical assistance to departmental staff in the Information Technology related areas of desktop support, web development, hardware and network setup, testing, security, inventory, and troubleshooting.

SERIES CONCEPT: The Department Computer Support Specialist 1 is the first level in the series. This position is distinguished from other levels in the series by the complexity of work and the level and scope of supervision received.

ESSENTIAL FUNCTIONS:

- Provide desktop support to assigned department staff.
- Troubleshoot and resolve various issues related to workstations and related hardware/software; Establish and/or change passwords for department staff; Provide user account assistance.
- Set-up and issue PC's, laptops, and other hardware to department staff following IT Division standards
- Request login account creation, modifications, and removal from central systems such as Active Directory, email, financial systems and SUN. Assist department staff with resetting and changing their account passwords.
- Assist in setting up of department-wide IT project timelines/plans.
- Participate in the research and purchase of computer equipment and supplies.
- Organize and maintain inventory of computer equipment and supplies. Assist with disposal of surplus equipment.
- Maintain regular, predictable and punctual attendance during regularly scheduled work hours at assigned worksite.
- Meet travel requirements of the position.
- Perform the physical requirements of the position; work within the established working conditions of the position.
- Work a flexible schedule, which may include evenings, weekends, holidays, and overtime.

OTHER JOB FUNCTIONS:

- May work with department management to obtain authorizations and either setup or request setup by others the necessary rights for department staff to access and use secured department data and systems.
- May provide technical training and development of training materials for departmental staff.
- May work with technical staff to develop departmental procedures.
- May assist with researching and implementing software solutions.
- May back up department servers on a nightly basis.
- May participate as an end user developer; may test software applications under development; and may develop queries/reports from databases.
- May assist with database or spatial analysis.
- May develop web pages using Internet Content Editor.; may review and update content of web pages.
- May participate in technology related committees
- Perform other job functions as assigned.

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SUPERVISION RECEIVED AND EXERCISED: Work is performed under the supervision of a technical or administrative superior. Work is reviewed through meetings, reports, and results achieved and compliance with regulations and policies. Standard methodologies, training, technical assistance, and guidance are provided by the Information Technology division of Finance.

WORK ENVIRONMENT: The work environment characteristics described herein are representative of those an employee encounters while performing the essential functions of the position. The Department Computer Support Specialist 1 typically works in an office environment on a daily basis; positions in the Sheriff's Department may work within a confined area of a maximum security correctional and detention facility and may be exposed to the inmate population. Incumbents may be required to work at a desk or other work station for prolonged periods; constant attention to detail is required. Ability to concentrate with frequent interruptions and general office noise is required.

PHYSICAL REQUIREMENTS: The physical demands described herein are representative of those that must be met by an employee to successfully perform the essential functions of this position. Physical activities required are finger dexterity necessary to operate equipment used in the position, talking, seeing, and hearing. There is some walking, sitting, bending/stooping, pushing/pulling and minimal unassisted lifting associated with the job duties. Lifting requirement of up to 50 pounds.

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of:

- PCs, laptops, and wireless technologies.
- Windows operating systems and common software applications.
- E-Mail systems and internet.
- Networking hardware and configuration as well as network connectivity.
- Testing methodologies

Skill in:

- Troubleshooting and investigating hardware and software problems and providing solutions.
- User administration.

Ability to:

- Learn and troubleshoot applications used by department staff.
- Work independently and as part of a team.
- Understand and follow written and verbal instructions.
- Work effectively and productively with others.
- Communicate effectively verbally and in writing to audiences of various social, cultural, ethnic, educational, and economic backgrounds.
- Effectively coordinate, perform and complete multiple duties and assignments concurrently and in a timely manner.
- Meet the travel requirements of the position, if any.
- Physically perform the essential job functions of the classification.

MINIMUM REQUIREMENTS TO APPLY: An Associate's degree in computer science, data processing, education, public or business administration, engineering, or related field and two or more years of information technology applications and systems experience is required. Additional education or experience may substitute for the recruiting requirements.

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SPECIAL REQUIREMENTS AND/OR QUALIFICATIONS: Prior to being hired in any county department in which compliance with the US Department of Justice CJIS security policy is mandated, a candidate must successfully complete the required background investigation, which may include fingerprinting, physical examination, behavioral assessment, and polygraph. Thereafter, employers must continue to meet CJIS standards and requirements. A valid Washington State driver's license may be required when travel is required of the position.