



## CLASS SPECIFICATION

Class Code: 17651  
Date Est: 12/2013  
Last Rev: 09/2017  
Last Title Chg: 03/2014  
FLSA: non-exempt  
Probation: 12 months

### DEPARTMENT SYSTEMS TECHNICIAN

#### **DEFINITION**

Under supervision, installs, maintains and assists with the administration of a department's network, servers, computer equipment, software applications and peripherals; assists with the implementation of specialized computer software applications in a County department; provides user assistance for computer, network and software applications; and performs related work as required.

Note: depending on the department assigned, duties may emphasize software applications, hardware, network or a combination of specialized work assignments.

#### **EXPERIENCE AND TRAINING REQUIREMENTS**

Education equivalent to two years of college level course work in Computer Science, Management Information Systems, or a closely related field AND one year of full-time experience overseeing the daily performance of computer systems, networks, computer equipment and software acquisition in a department or similar environment; OR an equivalent combination of training and experience.

#### **LICENSE OR CERTIFICATE**

Some positions may require a valid driver's license at the time of appointment.

#### **DISTINGUISHING CHARACTERISTICS**

This is the technician level in the Department Systems series, providing a range of departmental technical services from hardware and software installation to performing desktop and end user computer support and troubleshooting problems at the department level. This job class is distinguished from the Department Systems Specialist in that the latter is the senior experienced level in the class series, responsible for performing systems and applications design and specifying hardware and software acquisition parameters in addition to providing user documentation, classroom training and assistance.

#### **SUPERVISION EXERCISED**

Exercises no direct supervision.

**EXAMPLES OF DUTIES** *(The following is used as a partial description and is not restrictive as to duties required.)*

Provide support to departmental users, including setting up user-specific screens, installation of software programs and upgrades on local workstations, troubleshooting user hardware/software problems, and performing system administration and maintenance in coordination with Technology Services staff.

Coordinate with Technology Services and department staff to gather information and assist in developing recommendations for the implementation of specialized hardware systems, software systems or applications to ensure systems are functioning properly.

Coordinate with Technology Services, department staff, and vendors in the planning and installation of specialized software, ensuring compatibility of software with all County policies and standards.

Develop and maintain internet and intranet websites using web-based content management systems.

Serve as liaison with users of specialized software to ensure that standards are maintained within vendor-supplied software packages; maintain files of vendor and product information.

Research and analyze proposed computer applications to determine appropriate usage and compatibility with county-issued hardware and standards.

Respond to assigned department staff as the first level of assistance for computer-related questions or problems involving, hardware, software, or network issues.

Setup and maintain user accounts, printers, and peripherals.

Assist staff to install, troubleshoot, repair and conduct performance tuning of a variety of servers to include SQL database servers, web servers, file servers, print servers, and, proxy servers.

Conduct inventory of department computer hardware and software, coordinate with Technology Services staff regarding installation of hardware and peripheral devices in accordance with the PC Refresh Program.

Generate purchase requisitions for computer hardware and software.

Assist in developing data entry standards, create and maintain documentation on database structure; may administer and maintain databases for use by various agencies.

Develop and maintain documentation for department and user specific, mission critical, software.

Provide individual and classroom training to department staff in the use and application of specialized hardware and software.

Assist users in preparing graphic material, training documents, brochures, and various other materials using department specific software.

Design, develop, and generate a variety of department specific reports using a variety of report-generating software and information sources.

May represent assigned departments at meetings with the Technology Services Department and participate on committees involving county information technology.

## **JOB RELATED AND ESSENTIAL QUALIFICATIONS**

**Full Performance** *(These may be acquired on the job and are needed to perform the work assigned.)*

### **Knowledge of:**

Departmental/division policies and procedures.

Departmental programs and operations.

Computer software specific to the department/division.

### **Ability to:**

Train staff in the use of computers and software applications.

Prepare documentation including application procedures.

Maintain awareness of current technology, trends, and practices of the trade.

**Entry Level** (*Applicants will be screened for possession of these through written, oral, performance, or other evaluation methods.*)

**Knowledge of:**

Personal computer operating systems and a variety of software applications.

Basic computer networking environments.

TCP/IP networks, protocols and tools.

Web-based content management systems.

**Ability to:**

Use computer hardware, software, and peripheral equipment.

Install upgrades and modifications to specialized software.

Trouble shoot and correct problems uncovered by testing or customer feedback or refer problems to appropriate personnel for correction.

Analyze data and reach logical conclusions.

Install and perform repairs to hardware, software, network or peripheral equipment, following design or installation specifications.

Plan and organize work in order to set priorities and deadlines.

Read, interpret, and apply regulations, policies, procedures, standards, and instructions.

Communicate effectively, both orally and in writing.

Establish and maintain effective working relationships with departmental staff, other system users and vendors, and representatives of other departments.

Work well within a team environment.

**SPECIAL REQUIREMENTS** (*Essential duties require the following physical skills and work environment.*)

Ability to sit for extended periods. Ability to frequently stand, walk, stoop, and kneel. Ability to lift and move objects weighing up to 50 lbs. Ability to use computers, peripheral equipment, copiers, telephones and FAX machine.

*This class specification is used for classification, recruitment and examination purposes. It is not to be considered a substitute for work performance standards.*