Position Title: Computer Systems Specialist

Reports to: Information Services Manager

FLSA Status: Nonexempt

BASIC FUNCTION: Provides user support, technical assistance and training on County computer systems. Installs desktop, laptop and handheld computer hardware, software and peripheral equipment such as monitors, printers, fax machines. Diagnoses computer and peripheral equipment problems, and takes corrective action to resolve problems. Performs routine maintenance on desktop, laptop and handheld computers and peripheral equipment. Provides back-office support to Information Services Manager in processing bills, service agreements and maintaining inventory. Maintains legacy system AS-400 as needed by user groups. Schedules work under the direction of the Lead Information Specialist.

MINIMUM QUALIFICATIONS: Bachelor’s degree and five years information systems administration experience, or an equivalent combination of education, training, and experience that demonstrates the ability to perform essential functions of the position. Requires knowledge of computer operating system fundamentals and computer networking principles. Requires advanced knowledge of multiple operating and software applications, in order to identify, analyze and solve departmental and user problems. Requires knowledge of desktop, laptop and handheld computer equipment, components, and electronic assembly techniques. Completion of an industry acknowledged training program or demonstration of equivalent knowledge and experience is highly desirable. Must be able to communicate effectively both written and verbally.

Must have the ability to obtain a Washington State driver’s license.

ESSENTIAL FUNCTIONS OF THE JOB:

*1. Responds to, troubleshoots, and resolves questions and complaints about computer system operational problems experienced by County information system users.

*2. Configures and installs/moves handheld, desktop and laptop hardware and software applications as well as peripheral equipment such as monitors, printers and fax machines.

*3. Maintains these computer systems’ hardware, including computers, printers, monitors, cabling, peripheral, and communication equipment. Performs diagnostics and repair of non-network-related computer and peripherals problems.

*4. Trains County staff in the use of desktop, laptop, and handheld computer hardware and software and peripherals. Designs, schedules and presents training programs.
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5. Provides backup and/or assists the Network Administrator or other Information Systems technical staff as required by staffing levels.

6. Supports Information Services Manager in the direct purchasing of County computer and network-related equipment.

7. Maintains countywide computer and peripherals inventory.

8. Maintains and updates technical documentation such as software, vendor support contracts/procedures and disaster recovery procedures for desktop, laptop, and handheld computer software and equipment.

9. Processes monthly invoices regarding software, equipment, and service agreements for the signature of the Information Services Manager.

10. Assists Lead Information Specialist in performing product evaluations of upgraded or new hardware and software, identifying strengths, weaknesses, and potential benefits to the County.

11. Maintains County’s legacy AS 400 System, including back up and servicing.

12. Acts within the scope of his or her responsibilities, working as a public employee and municipal officer with courtesy and professionalism, and adhering to the highest standard of ethics in accordance with RCW 42.52.

13. Other duties as assigned.

The duties listed above are intended only as general illustrations of the various types of work that may be performed. Specific statements of duties not included does not exclude them from the position if the work is similar, related, or a logical assignment to the position. Job descriptions are subject to change by the County as the needs of the County and requirements of the job change. Weekly hours may vary based on job requirements.

NECESSARY KNOWLEDGE, SKILLS AND ABILITIES:

(A) Working knowledge of:

1. Most computer software products used on County computers, including current releases of Windows operating systems (NT, XP, Vista, and System 7), Microsoft Office products (including Excel, Word, PowerPoint, Access, Outlook and Explorer), Eden, CAMS, Helion, True Automation, Spielman/Positron, Judicial Information System (JIS), Barracuda, Adobe, Word Perfect, Polaris, CADCAM, Visio, DOS, and other software as may be required, including ability to install, download, update and reconfigure.

2. Basic laptop, desktop and handheld computer systems, configurations, security and interface to local and wide area networks.

3. Resources available to assist in resolving operational, software, and communications problems.

(B) Skills:

1. Ability to resolve common complaints and problems associated with the use of computers and software;

2. Ability to tear apart, reassemble, upgrade or swap out parts on a computer or other IS equipment as needed.
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3. Ability to identify, analyze and correct hardware, software, wiring and user problems with computer hardware and established County standard computer software packages.
4. To proficiently use materials, tools, equipment and techniques standard to the profession for installation, problem diagnosis, maintenance and repair of desktop, laptop, and handheld computers.
5. To identify and source troubleshooting resources on-line in the resolution of complex software issues.

(C) Ability to:
1. Communicate effectively, both orally and in writing; in clear, concise language appropriate for the purpose and parties addressed.
2. Provide a high level of customer service to clients in the process of resolving information systems equipment and software problems.
3. Use tact, discretion and courtesy to gain the cooperation of and establish and maintain effective working relationships with public officials, consultants, vendors, co-workers, other departments, and diverse members of the public.
4. Be responsible for the quality, efficiency and effectiveness of work performed.
5. Meet schedules, project time lines, working both independently and/or cooperatively as a member of the Information Services Team.
6. Maintain the upmost confidentiality, as position has requirement to periodically access sensitive and confidential information in the performance of job tasks.
7. Work with the highest ethical standards, in accordance with RCW 42.23.020-070, 42.17.310 and the San Juan County Personnel Rules.

PHYSICAL AND MENTAL REQUIREMENTS:
Requires frequent sitting, and minimal walking. Equipment installation requires bending, lifting, stooping, kneeling, and crawling under desk furniture. Must be able to carry objects with both hands and arms limited to a maximum of 25 pounds for a short duration of time. Must be able to see with acuity at 20 inches or less almost constantly, and hear to discriminate speech. The position requires the ability to regularly receive and understand written and oral communications, and give verbal and written instruction. Requires hand and finger movement and dexterity on a frequent basis.

<table>
<thead>
<tr>
<th>Equipment/Tool</th>
<th>No. of Hours</th>
<th>Frequency of use</th>
</tr>
</thead>
<tbody>
<tr>
<td>Computer</td>
<td>8</td>
<td>Daily Weekly Monthly</td>
</tr>
<tr>
<td>Telephone</td>
<td>4</td>
<td></td>
</tr>
<tr>
<td>Vehicle</td>
<td>0.25</td>
<td></td>
</tr>
<tr>
<td>Fax</td>
<td>0.5</td>
<td></td>
</tr>
<tr>
<td>Small Tools</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>Small Power Tools</td>
<td>0.5</td>
<td></td>
</tr>
</tbody>
</table>

WORKING CONDITIONS: Generally normal office environment, involving work within County departments. Limited travel to other islands by ferry. Some unexpected changes in work assignments and irregular work schedule associated with possible overtime, including some 24-hour on-call coverage as necessary.