

Uintah County

Job Description



Title:	Computer Technician	Code:	302.1
Division:	Administration	Effective Date:	3/07
Department:	Information Technology	Last Revised:	3/07
FLSA Cat:	Non-Exempt	Pay Grade:	18

GENERAL PURPOSE

Performs **working level technical** duties related to identifying, diagnosing, and resolving problems affecting network performance to include installing hardware and peripheral components.

SUPERVISION RECEIVED

Works under the broad policy guidance and direction of Information Technology Director.

SUPERVISION EXERCISED

None.

ESSENTIAL FUNCTIONS (Performs Some or All of the Following)

Performs day-to-day network services assisting technicians in installations and/or systems maintenance as needed to ensure efficient operation of various hardware and software peripheral components such as monitors, keyboards, printers, and disk drives; loading and verifying correct operation of software packages such as operating systems, word processing, and spreadsheet programs; providing training and technical assistance to users; and identifying and resolving hardware, software and operator problems. May make minor repairs on electrical components.

Gathers and compiles IS data from data sheets, phone messages, or other documentation; reviews and follows specific instruction for resolution to simple and more routine technical errors.

Performs standard tests on equipment or systems to determine corrective actions. Troubleshoots and corrects basic IS or equipment failures during field tests, and corrects minor problems. Generally refers more complex issues to senior computer personnel.

Performs a combination of administrative duties necessary to assist technicians in efficiently installing and maintaining information systems.

Provides support as requested for other senior computer personnel. Support is under direct supervision at all times.

Assists internal customers as needed to gather and coordinate the utilization of systems and software capabilities to generate reports or other technical documents.

Performs related duties as required.

MINIMUM QUALIFICATIONS

1. Educations and Experience:
 - A. Graduation from high school; plus one (1) year of computer related training;
AND
 - B. One (1) year of responsible experience performing above and related duties; specific experience computer system and software service is preferred;
OR
 - C. An equivalent combination of education and experience.

2. Required Knowledge, Skills, and Abilities:

Some knowledge of computer capabilities; information system concepts; hardware configurations and capabilities; operating system fundamentals; Microcomputers and Microsoft operating systems; county data bases; "Helpdesk" support methods; interpersonal communication skills; data-base management, methods and standards for project control; documentation procedures.

Ability to plan and develop logical applications of computer technology to address complex alpha and numeric problems; analyze a variety of problems and arrive at alternative solutions applicable to computerization, communicate effectively, verbally and in writing; develop effective working relationships with elected officials; technicians, vendors, supervisors, and co-workers.

3. Special Qualifications:

None.

4. Work Environment:

Tasks require variety of physical activities, that may involving muscular strain, such as walking, standing, stooping, sitting, reaching, and lifting. Talking, hearing and seeing essential to job performance. Mental application utilizes memory for details, emotional stability and discriminating thinking guided and creative problem solving. Occasional local travel required.

Disclaimer: The above statements describe the general nature, level, and type of work performed by the incumbent(s) assigned to this classification. They are not intended to be an exhaustive list of all responsibilities, demands, and skills required of personnel so classified. Job descriptions are not intended to and do not imply or create any employment, compensation, or contract rights to any person or persons. Management reserves the right to add, delete, or modify any and/or all provisions of this description at any time as needed without notice. This job description supersedes earlier versions.

I _____ have reviewed the above job description. Date: _____
(Employee)