



Uintah County

Job Description

| | | | |
|--------------------|------------------------|------------------------|-------|
| Title: | Computer Technician II | Code: | 302.2 |
| Division: | Administration | Effective Date: | 5/12 |
| Department: | Information Technology | Last Revised: | 5/12 |
| FLSA Cat: | Non-Exempt | Pay Grade: | 21 |

GENERAL PURPOSE

Performs **working level technical** duties related to identifying, diagnosing, and resolving problems affecting network performance to include installing hardware and peripheral components, administering network switches, Active Directory and DNS. Advises, purchases, and installs audio/visual equipment. Acts as an assistant system administrator and helps to install and manage servers. Purchases desktops and laptops and installs and customizes software installations.

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 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. Provides direct support for software including word processing, spreadsheets, e-mail, network connections, printer problems, etc.

Assists in the management of Local Area Networks (LANS), Wireless Area Networks (WLANS) and security networks for performance and security; maintains and monitors the operation of county and library networks in conjunction with State LAN and UEN, administers Active Directory and DNS servers for the county and library under the direction of the network administrator.

Under the direction of the telecom administrator, performs a variety of complex technical duties as needed to install, maintain, monitor and troubleshoot telecommunications system;

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 equipment failures during field tests, and corrects problems.

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.

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

Evaluates, recommends, purchases, installs and maintains audio/visual equipment for County facilities or organizations.

Performs additional and related duties as required.

MINIMUM QUALIFICATIONS

1. Educations and Experience:

- A. Graduation from high school; plus three (3) years of computer related training;
- AND
- B. Three (3) years 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:

In depth knowledge of Computer hardware capabilities, software and hardware installation and configurations, operating system installation and configurations, Microsoft operating systems and office suite.

Some knowledge of and abilities in information system concepts, data bases systems management, "Helpdesk" support methods, interpersonal communication skills, methods and standards for project control, documentation procedures, Network design and management.

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)