

DEPARTMENT COMPUTER SUPPORT TECHNICIAN

Job Code	Pay Grade
11254	CL11

Nature of Work

This is administrative work supporting a department's office automation applications and procedures. An employee in this class provides training in procedures and techniques, conducts report generation, budget preparation and problem solving. This class differs from the Department Computer Support Specialist in that the duties in that class are more complex in nature. An incumbent supports some or all of department's or multiple department's automation activities.

Minimum Qualification Requirements

- 3 years responsible technical experience in computer information support, data processing, word processing or related field; or
- Associate's degree in Computer Information Technology or a related field and 1 year experience in computer information support, data processing, word processing or related field; or
- An equivalent combination of education, training, and/or experience.

Appointing Authority May Also Require

- Florida Driver's License or Florida Commercial Driver's License and endorsement, if any.
- Candidate to demonstrate competence and/or possess certifications in one or more specific IT functions.
- Assignment to work a variety of work schedules including compulsory work periods in special, emergency, and/or disaster situations.
- Employee's name must not appear on the Health & Human Services exclusion list.
- Other highly desirable knowledge, skills, abilities, and credentials relevant to a position.

Illustrative Tasks (These are examples and are not all inclusive.)

- Provides technical users with application documentation and training programs on proper use of equipment and software.
- Coordinates and assists with information processing system problems such as resolving printing problems, performing system recoveries and backups.
- Assigns passwords and other protection features on a departmental level.
- Advises management on applications to assist department operations.
- Responds to users' requests to generate reports; may perform modifications to existing programs, using statistical software packages or programs.
- Liaison for the Geographic Information Systems (GIS) and Information Systems Department for implementation of system applications; enters and proofs data. Work may include designing, illustrating, lettering, laying out, producing, and reproducing a variety of graphic materials.
- May supervise, lead or guide subordinate technical and clerical employees.
- Performs related work as assigned or required.

Knowledge, Skills, and Abilities

- Knowledge of business English, spelling and mathematics, and office practices, procedures and machines.
- Knowledge of personal computers, statistical, database and word processing software.
- Knowledge of computerized data collection, analysis methods, and report generation.
- Knowledge and skill in use of departmental software such as desktop publishing software, GIS applications, Access, web page development.
- Skill in verbal and written communication, and interpretation of unclear instructions or information.
- Ability to use personal computer to perform analyses, generate reports, which may include skill in the manipulation of equipment and data relative to computer graphics and internet web sites.
- Ability to troubleshoot and resolve routine software and hardware problems.
- Ability to establish and maintain effective working relationships with superiors and assigned employees.
- Ability to prepare accurate drawings, maps, renderings, charts and layouts.

For official use only

Revised	EEOC Code	Overtime Code
11/15	Para-Professionals	Classified