

DEPARTMENT COMPUTER SUPPORT SPECIALIST

Job Code	Pay Grade
11256	CL15

Nature of Work

This is analytical, technical, and administrative work supporting a department's office automation applications and procedures. An employee in this class tests, maintains, and evaluates information processing procedures, and provides training in procedures and techniques. Duties may include data analysis, report generation, budget preparation and problem solving. Independent analysis and work decisions are made on technical matters. Independent coordination and judgment is required in dealing with internal and external customers. This class differs from the Department Computer Support Specialist, Senior class whose duties are more analytical and complex in nature. This class supports specific or all departmental automation activities such as WEB page development, graphics software, GIS functions, and database coordination as related to departmental projects and requirements.

Minimum Qualification Requirements

- 4 years professional experience in the analysis and management of an information systems networks administrative and operational requirements for computer operations related to a specific department or division;
- Associate's degree with coursework in computer and information science, information technology (IT), business administration, or related field and 2 years professional experience as described above; or
- Bachelor's degree in any of the above disciplines; 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.
- Assignment to work a variety of work schedules including compulsory work periods in special, emergency, and/or disaster situations.
- Candidate may be required to actually demonstrate or be formally certified in one or more specific IT functions.
- 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 installations, loads software; resolves equipment problems, performing system recoveries and backups.
- Establishes user categories and access limitations to system resources, trains users to operate computer applications.
- 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.
- Acts as liaison to vendors, contractors, and the County Information technology department.
- Oversees receipt and setup of equipment, and installation of new or enhanced software.
- Performs tasks involving entry, correction, and maintenance of databases.
- Designs illustrates, lays, produces, and reproduces a variety of graphic materials.
- Assists in the development of manuals, SOP's, plans, and procedures.
- Supervises, leads or guides employees.
- Performs related work as assigned or required.

DEPARTMENT COMPUTER SUPPORT SPECIALIST (continued)

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Knowledge, Skills, and Abilities

- Knowledge of business English, spelling and mathematics, and office practices, procedures and machines.
- Knowledge of county automation systems and the operation of word processing, database and spreadsheet programs.
- Knowledge of computerized data collection, analysis methods, and report generation.
- Knowledge of drafting, graphics, and design work principles, practices, techniques and instruments.
- Knowledge of department processes/programs, personnel functions, practices, policies, and procedures
- Skill in the use of desk top publishing software, GIS applications, Microsoft office products, web page development, and databases.
- Skill in verbal and written communication, and interpretation of unclear instructions or information.
- Ability to design and develop graphic material to illustrate reports, presentations, charts, posters, brochures, programs and ideas for publication, exhibition and technical use.
- Ability to prepare accurate drawings, maps, renderings, charts and layouts.
- Ability to perform analyses and 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, hardware and network problems.
- Ability to independently analyze and solve problems, and render effective advice or assistance.
- Ability to organize and conduct basic training classes for technical and non-technical users.
- Ability to develop and update procedure and operational manuals.
- Ability to perform technical computations, perform analyses, prepare reports, sort, and categorize data.
- Ability to establish and maintain effective working relationships with superiors and assigned employees.
- Ability to express oneself clearly and concisely, both orally and in writing.

For official use only

Revised	EEOC Code	Overtime Code
03/16	Technicians	Classified/Excluded