DEPARTMENT COMPUTER SUPPORT SPECIALIST

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<th>Job Code</th>
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**Nature of Work**
This is technical work supporting a department’s office automation applications and procedures. An employee in this class tests and evaluates information processing procedures, and provides training in procedures and techniques. Duties include data analysis, report generation, budget preparation and problem solving. Independent analysis and work decisions are made on technical matters. This class differs from the Department Computer Support Coordinator 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, and GIS functions, as related to departmental projects and requirements.

**Minimum Qualification Requirements**
- 6 years experience supporting departmental information systems by producing reports and graphics, developing web pages or related support, or
- Associate’s degree with coursework in Computer & Information Science or Technology or related field and 4 years of professional experience as described above, or
- Bachelor's degree and 2 years of experience as described above, 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.
- 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 and word processing software.
- Knowledge of computerized data collection, analysis methods, and report generation.
- Knowledge of drafting, graphics, and design work principles, practices, techniques and instruments.
Knowledge, Skills, and Abilities (continued)

- Knowledge and skill in use of departmental software such as desk top publishing software, GIS applications, Access, web page development.
- 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 conduct basic training classes for technical and non-technical users in support procedures.
- 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, hardware and network problems.
- Ability to establish and maintain effective working relationships with superiors and assigned employees.