

COMPUTER SYSTEMS SPECIALIST

Job Code	Pay Grade
14548	CL18

Nature of Work

This is specialized technical and analytical support work for County users of information systems in the interoperability of mainframe, mini, Local Area Network (LAN), and personal computer applications with an emphasis on departmental LANs and file servers. An employee in this class provides leadership, training, consultation, direction, software/hardware installation, assistance and technical support to County users of mini, LANs, and personal computers and their communications with the shared applications across wide area networks. This classification also assists field technical personnel and support center personnel when necessary on issues for resolution. Work is performed independently under the supervision of the Computer Systems Supervisor and/or technical direction of the Lead Computer Systems Specialist.

Minimum Qualifications Requirements

- 3 years instructive analysis or operations, applications, and technologies in directly related IT computer business support services processes; or
- 1 year of IT related college or IT technical school training plus two 2 years of directly related experience in: IT, MIS, computer science, engineering or support to IT information systems help desk services; or
- Associate's degree in IT, MIS, computer science, engineering plus 1 year of directly related experience in IT; 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.
- Employees assigned to the Technology Development Center must obtain and maintain a Certified Network Administrator (C.N.A.) Certificate. Employees hired without the certification must obtain one or demonstrate an equivalent ability before the last 30 days of their probationary period.
- 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 leadership and work coordination for subordinate staff as assigned.
- Provides mini, LAN, and personal computer application support for users; assists with difficult applications or technical support problems.
- Provides information and recommendations regarding capability, compatibility or constraints of LAN based software/hardware usage.
- Provides technical support by configuring, installing, and supporting mini, LANs, personal computers, specialty equipment, peripherals, software, and operating systems; installs and upgrades system and telecommunication software.
- Develops new methods of data exchange between computer systems using system utilities, communication links, and databases.
- Monitors LAN fileserver activity, assesses potential problems, and diagnoses problems after they occur; establishes common problem resolves.
- Responds to calls for assistance with software/hardware problems; provides problem determination.
- Monitors and maintains centrally installed shared systems, operating systems, and communications software.
- Writes system procedural code routines.

COMPUTER SYSTEMS SPECIALIST (continued)

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Illustrative Tasks (continued)

- Provides information system support such as installing new versions of software, assigning disk space, monitoring usage, and volume recoveries.
- Researches, recommends and prepares software/hardware configurations.
- Acts as liaison between users and vendors for software/hardware needs, information and assistance.
- Performs related work as assigned or required.

Knowledge, Skills, and Abilities

- Knowledge of analysis and research techniques, methods and procedures.
- Knowledge of Exchange Instruction & Support.
- Knowledge of information processing principles, methods and procedures.
- Knowledge of LAN Management - Support & Instruction.
- Knowledge of LAN Server - Installation & Setup.
- Knowledge of LAN standards - Implement & Instruction.
- Knowledge of LAN, i.e., LAN Certification or equivalent.
- Knowledge of NDS - Installation & Support.
- Knowledge of NetWare LAN Administration.
- Knowledge of operating characteristics, capabilities, limitations, and application of LANs, mini and personal computers and their operating systems.
- Knowledge of software/hardware troubleshooting and maintenance procedures.
- Knowledge of Active Directory installation and support.
- Knowledge of Windows LAN Administration.
- Knowledge of Linux Administration.
- Knowledge of Windows installer and Zenworks along with MS System Manager (SMS).
- Skill as a technical consultant on office products, moderate through advanced stages
- Skill to teach other individuals and groups applications such as Windows, WordPerfect, Word, Access, Excel, PowerPoint, Outlook.
- Ability to apply diagnostic procedures on office products moderate through advanced stages.
- Ability to help individuals and groups in computer systems.
- Ability to lead the work of subordinate staff.
- Ability to plan, organize and execute technical solutions.
- Ability to serve as a project leader for small to moderate upgrades & technology changes.
- Ability to write configurations, recommendations, course outlines & handout materials.

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Revised	EEOC Code	Overtime Code
4/07	Technicians	Classified