

**UNIFIED JUDICIAL SYSTEM
POSITION DESCRIPTION**

COMPUTER SUPPORT SPECIALIST

CLASS CODE: 99-31-13

POSITION PURPOSE

Provides a wide variety of computer, client, and network support to ensure effective installation, maintenance, and troubleshooting of computer hardware and software.

DISTINGUISHING FEATURE

This position has an overall understanding of computer hardware, peripherals, devices, and software applications; independently installs, maintains, and troubleshoots hardware and software; and resolves most client and system problems.

MAJOR RESPONSIBILITIES

Note: The duties listed are typical examples of work performed by positions in this job classification. Not all duties are included, nor is the list exclusive.

1. Provides software and hardware technical support to ensure clients' computers operate efficiently.
 - a. Diagnoses and resolves problems on work stations and associated devices.
 - b. Sets up network printers.
 - c. Researches peripherals to find appropriate drivers to make them function properly.
 - d. Implements additional networking hardware, remapping and rewiring as needed.
2. Sets up, installs, configures, and maintains individual work stations, peripherals, components, and network printers.
3. Provides network technical support to ensure efficiency in operations.
 - a. Installs or replaces network infrastructure pieces as directed.
 - b. Sets up and configures work stations with network cards.
 - c. Works with agencies to determine purchases of work stations, printers, network cards, etc.
 - d. Diagnoses and resolves network and computer problems.
4. Provides HELP desk support to effectively resolve clients' problems.
 - a. Diagnoses hardware and software related problems and resolves or assigns to appropriate entities.
 - b. Tests and reports analog data communications problems.
5. Performs other work as assigned.
 - a. Researches new viruses and develops protection/removal strategies.
 - b. Evaluates and configures new work station operating systems and associated applications.

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- c. Maintains backup tapes of network servers and network data.
- d. Coordinates contracted repairs with vendors.
- e. Writes procedural instructions on installation/usage of software for users and fellow technical staff.
- f. Maintains database of computer inventory.

SUPERVISORY FUNCTIONS

This position may direct vendors working on Unified Judicial System (UJS) computers and networks.

ESSENTIAL FUNCTIONS REQUIRE

Understanding of computer systems' interaction, hardware, and software; operating standard office equipment such as copiers, telephones, etc.; sitting for extended periods of time; working in close quarters and climbing ladders to reach networking equipment or cabling; working extended hours as needed; travel to meet with clients; and attendance in accordance with rules and policies. The incumbent is also required to work effectively with coworkers and the public; understand, evaluate, and analyze technical data and draw reasonable and accurate conclusions from that data; manage stress appropriately; meet deadlines; demonstrate initiative and motivation; and communicate (verbally and in writing) complex technical concepts and ideas to non-technical individuals.

PROBLEMS AND CHALLENGES

Challenges include ensuring that components of UJS networks work together with software applications used by UJS. This is challenging because it requires understanding a diverse network system involving multiple software products; and because both hardware and software change continuously through upgrades.

Problems encountered include troubleshooting hardware and software failures in order to find solutions, restoring lost or corrupted data, and compatibility issues with hardware/software.

DECISION-MAKING AUTHORITY

Decisions include priority of assigned work, suitability of hardware and software products, and recommendations for final configurations and setups of hardware and software installations.

Decisions referred include priority of conflicting requests, whether to repair or replace equipment, and final authority on computer purchases.

CONTACT WITH OTHERS and PURPOSE

Daily contact with users to answer questions and solve problems, and occasional contact with vendors to discuss products.

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WORKING CONDITIONS

The incumbent works in a typical office environment. Installations and repairs may require working in cramped and confined spaces, lifting heavy equipment, and exposure to electrical hazards. Travel is required to assigned court houses to provide computer and network support. The incumbent may also be subject to on-call or after-hours work to resolve critical system problems, as approved by supervisors.

COMPETENCIES/QUALIFICATIONS FOR APPOINTMENT

Knowledge, Skills and Abilities:

Knowledge of:

- a wide variety of computer software, hardware, and peripherals;
- installation, compatibility, connectivity, and operating systems.

Ability to:

- diagnose and resolve work station and network problems;
- operate a variety of software applications;
- establish effective working relationships;
- communicate effectively with others.

Education:

Associate's degree from an accredited university, college, or technical school in computer science, computer networking, computer security, or a related field.

Experience:

No experience is required; or an equivalent combination of related education and experience. Computer support experience is preferred.