

Uintah County

Job Description



Title:	Computer Specialist	Code:	201-1
Division:	Administration	Effective Date:	3/07
Department:	Information Technology	Last Revised:	1/11
FLSA Cat:	Exempt	Pay Grade:	30

GENERAL PURPOSE

Performs a variety of **working level professional technical support** duties as needed to install and maintain county-wide information, telecommunication and data processing operations of the county.

SUPERVISION RECEIVED

Works under the broad policy guidance and direction of Information Technology Director.

SUPERVISION EXERCISED

None.

ESSENTIAL FUNCTIONS (Performs Some or All of the Following)

Programming: Performs custom programming of stand alone computer programs as needed to access county Oracle database utilizing various programming languages, i.e., ASP.net, ADO.net, VisualBasics.net, etc. Performs custom development of various reports and forms using Oracle applications.

Develops highly complex, diagrammatic, verbal and mathematical plans and instructions for data processing equipment. Develops and implements computer solutions. Tests and debugs programs. Works closely with user departments in investigating, identifying and defining systems problems and beneficial enhancements.

Trains users and peers in use of appropriate application programs and systems.

Network Administration: Manages Local Area Networks (LANS), Wireless Area Networks (WLANS) and Virtual Networks for performance and security; installs, maintains and monitors the operation of county and library networks in conjunction with State LAN and UEN; recommends and implements LAN, WAN policies and standards and ensures adherence to proper standards; maintains contact with outside organizations for the maintenance, service and purchase of LAN equipment.

Maintains Unix/Linux/Windows operating systems running a multitude of various applications and databases; tracks hardware/software inventory and licenses related to proprietary software; performs maintenance on servers, desktops, laptops and peripheral equipment; specifies requirements and manages the development of internal IT based services and projects as assigned.

Reviews security issues and access control mechanisms to prevent unwanted access to county/state networks; adheres to network change management and configurations that meet required security policy; develops new methodologies to improve networking performance and client service.

Design install, test, verify and validate firewall systems; utilizes current trends, principles and practices for information assurance and network security; evaluates, troubleshoots and debugs network performance issues, i.e., availability, utilization, throughput and latency focusing on network design and protocol security.

Oversees day-to-day administrative functions of the Data Center; recommends upgrades, patches and new applications and equipment; manages data center operations including climate control, power, security, hardware and software; assess changing technology to determine impact upon existing systems.

Maintains, installs and expands network infrastructure; installs or replaces hardware, assembles computers and components; network wiring and related components; installs switches, punch panels, rack equipment and backup power sources.

Customer Service: Manages Helpdesk function to provide 1st level of support for all computer system users for hardware and software applications; manages continuous computer operations; performs various complex technical assistance for end users; performs various installation projects related to hubs, switches, routers, etc.; sets up new users, monitors and work groups; assures proper configurations for system and end user work stations; removes viruses and spyware.

Provides direct support for software including word processing, spreadsheets, e-mail, network connections, printer problems, etc.; updates departmental websites.

Disaster Recovery: Participates in the development and maintenance of systems integrity; develops and maintains backup and recovery procedures to assure system protection in the event of hardware/software failure and preserve digital records; plans and schedules rotation of backup media; assures privacy and security for systems software and database; documents procedures and trains personnel to respond to emergencies as needed; designs and sets up security systems, including passwords, log-ins, and various levels of the same.

Evaluates and recommends hardware and software acquisitions; evaluates and monitors system capacity; predicts and estimates hardware and software performance for current and future operations volume; assures hardware and software capability to continually handle changing information and storage requirements; provides recommendations for improving operational efficiency throughout the county.

Server Administration: Performs maintenance and coordinates acquisition of system servers; assemble, upgrade and install server stations; monitors daily operation.

Database Administration: Performs database administration; designs organizational data definitions and standards; assist in the development and review of logical database file designs; provides for adequate privacy and security for database and establish recovery procedures; monitors and measures database usage statistics; recommends changes for non-performing applications.

Telecommunications: Performs a variety of complex technical duties as needed to install, maintain and monitor telecommunications system; ensures proper and timely licensing under FCC regulations; programs and reprograms radios; negotiates cellular phone services and fees.

Performs related duties as required.

MINIMUM QUALIFICATIONS

1. Educations and Experience:

A. Graduation from college with a bachelor's degree in computer science, communication technology, electronics, data management or related field;

AND

B. Two (2) years of responsible experience performing above and related duties; specific experience computer system and software management is preferred;

OR

C. An equivalent combination of education and experience.

2. Required Knowledge, Skills, and Abilities:

Working knowledge of data-base management, system design concepts, detailed logical flow charts; computer language, coding and automatic data-processing equipment; computer capabilities; algebra and related mathematics essential to computer programming; information system management concepts; methods and standards for project control; hardware configurations and capabilities; operating system fundamentals; data communication concepts; documentation procedures; server programs (SQL, Unix, Linux), fourth generation programming languages; Microcomputers and Microsoft operating systems; county data bases; "Helpdesk" support methods, organization and procedures, automated operations, job scheduling, report

distribution, etc.; interpersonal communication skills; interrelationships of various county departments; data-base management, system design concepts, information system management concepts; methods and standards for project control; hardware configurations and capabilities; operating system fundamentals; data communication concepts; documentation procedures; technical programming.

Ability to plan and develop logical applications of computer technology to address complex alpha and numeric problems; analyze a variety of problems and arrive at alternative solutions applicable to computerization, communicate effectively, verbally and in writing; develop effective working relationships with elected officials; technicians, vendors, supervisors, and co-workers.

3. Special Qualifications:

May be required to attain MCSE, MCSA (Microsoft), CCNA (Cisco) Certification. May be required to become CISSP, GIAC and CCIE certified. Must be or become Avaya PBX and Audix trained.

4. Work Environment:

Tasks require variety of physical activities, that may involving muscular strain, such as walking, standing, stooping, sitting, reaching, and lifting. Talking, hearing and seeing essential to job performance. Mental application utilizes memory for details, emotional stability and discriminating thinking guided and creative problem solving. Occasional local travel required.

Disclaimer: The above statements describe the general nature, level, and type of work performed by the incumbent(s) assigned to this classification. They are not intended to be an exhaustive list of all responsibilities, demands, and skills required of personnel so classified. Job descriptions are not intended to and do not imply or create any employment, compensation, or contract rights to any person or persons. Management reserves the right to add, delete, or modify any and/or all provisions of this description at any time as needed without notice. This job description supersedes earlier versions.

I _____ have reviewed the above job description. Date: _____
(Employee)