

## COMPUTING SUPPORT TECHNICIAN II

Employees in this class perform tasks to aid in the on-going support of computer users.

Under general supervision, employees perform tasks to aid in the on-going support of computer users. Employees typically work in a microcomputer environment; however, positions may be located in other environments. Employees provide hardware and software support to users including but not limited to software training, technical advice on software packages, LAN/hard disk back-ups for disaster recovery, hardware and software installation, disk formatting, and trouble-shooting printer malfunctions. Employees develop and enhance simple applications and serve on the systems design team of more complicated applications. Employees may generate ad hoc reports, develop user documentation, and evaluate hardware, software, and new technology to make purchase recommendations. Work at this level is distinguished from the lower level by less involvement in routine office support functions and more involvement in applications development. Training at this level is usually formalized and includes a larger variety of software packages.

### I. DIFFICULTY OF WORK:

Complexity - Employees provide assistance to users on a variety of software packages, train users, install software, perform back-ups, and provide programming support. Employees trouble-shoot problems such as logging on to computer systems or software, printing problems, or routine error messages. In some cases, employees research appropriate manuals to find answers. If standard techniques do not resolve the situation, employees will refer the clients to the appropriate technical professional. Employees assist users in the automation of routine office functions, serve on the systems design team of more complicated applications and develop user documentation.

Guidelines - User documentation for hardware and software supported and policy and procedure manuals.

### II. RESPONSIBILITY:

Accountability - Employees are responsible to the users for the timely resolution of their problems through providing an answer or referral for appropriate consultation, for ensuring users know how to use the available hardware and software, for ensuring the equipment in working properly, for performing disk back-ups as required, and for developing applications for users.

Consequence of Action - Failure to provide appropriate response time or referral may cause loss of work time or inaccurate computing results for the users. Failure to properly train users may result in the under-utilization or improper use of the hardware and software. If back-up processes are not done properly, data could be lost.

Review - Routine responses to users' requests for assistance are made independently and are not typically reviewed. Referrals may be discussed with superiors to determine appropriate consultation or to follow-up on responses. User documentation and applications developed for users may be reviewed in more detail.

III. INTERPERSONAL COMMUNICATIONS:

Subject Matter - Employees communicate with users and professional computing employees concerning computer hardware, software, and communications.

Purpose - Employees communicate with users to determine the nature of the problem, to assist them with applications development and to train them in the use of hardware and software. Employees communicate with computing personnel when assistance is needed in supporting users and in the applications design process.

IV. OTHER WORK DEMANDS:

Nature of Working Conditions - The majority of work is conducted in a typical office setting.

Nature and Potential of Personal Hazards - Employees are not typically exposed to hazards.

V. RECRUITMENT STANDARD:

Knowledges, Skills, and Abilities - Considerable knowledge of computers and related information technology devices. Considerable knowledge of the software packages utilized. Ability to communicate effectively with users who may not be coherent in clarifying problem situations. Ability to work under time constraints and other demands. Ability to establish and maintain effective working relationships.

Minimum Training and Experience Requirements - Graduation from high school and four years of experience in the use of computing and information technology resources; or an equivalent combination of training and experience. (Specific knowledge of the particular software or systems supported may be required.)

Special Note - This is a generalized representation of positions in this class and is not intended to identify essential functions per ADA. Examples of work are primarily essential functions of the majority of positions in this class, but may not be applicable to all positions.