

CLASS TITLE: COMPUTER SUPPORT/LAN ASSOCIATE CONSULTANT

PURPOSE OF THE CLASSIFICATION: Under direction is responsible for selecting, testing, recommending, implementing and maintaining computer and data communications hardware and operating systems and utility software for a large scale, multi-tasking, multi-user on-line computer environment; implements and maintains continuous user uninterrupted data transmission capabilities; evaluates statistical data as a basis for fine-tuning the multiple operating systems software and optimizing equipment utilization; maintenance of compiler software and utility programs; and performs other related assigned duties.

ESSENTIAL TASKS:

- Installs, fine tunes, diagnoses, and troubleshoots Network Operating Systems used on multi-user microcomputer systems and their attached workstations
- Provides technical support to various users
- Maintains updated operating systems software with emphasis on obtaining optimum utilization from all computer systems
- Maintains continuous and uninterrupted data transmission capability that will support the local and remote communications networks for terminals emanating from the major and mini-computer systems
- Plans communications networks for faster response, greater reliability, and balanced loads
- Monitors data flow to identify and correct data communications problems
- Evaluates, selects, recommends, and implements computer software releases in order to optimize and fine-tune all systems
- Researches available software products to complement existing operating systems applications and new user requests
- Diagnoses operating system software problems and offers solutions and/or implements fixes
- Provides instructions and written procedures to both computer operations and users
- Recommends to management, software products and data communications hardware based on sound evaluation criteria
- Optimizes the data communications networks as new systems applications are added
- Analyzes system abort dumps and collaborates with computer operations to effect corrective actions
- Acts as liaison with vendors and technical personnel
- Must report to work on a regular and timely basis

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.

QUALIFICATIONS:

Training and Experience: Graduation from an accredited college or university with a bachelor's degree in computer sciences, industrial engineering, mathematics, statistics or other related fields, including or supplemented by coursework in computer sciences; and four (4) years of experience in computer operating systems software and/or data communications; or an equivalent combination of training and experience per Personnel Policies and Procedures, Section 128. Refer to the Computer Support Progression Criterion Document for additional requirements.

Knowledge, Abilities and Skills: Considerable knowledge of at least one (1) network/computer operating system; considerable knowledge of data communications networking concepts, methods and techniques, including computer interfacing; considerable knowledge and experience in state-of-the-art data processing and data communications equipment and their application; and good knowledge of appropriate programming languages (e.g., COBOL, BASIC, C, C++, Visual Basic) and proficiency in one. Ability to perform analysis of operating and/or data communications systems from technical feasibility aspects; ability to work independently and to recognize, analyze and solve complex problems; and the ability to understand and influence the behavior of others within the organization, customers, or the public in order to achieve job objectives and cause action or understanding.

Physical Requirements: Physical requirements include arm and hand dexterity enough to use a keyboard and telephone; frequent lifting up to 20 pounds; occasional lifting and carrying up to 60 pounds; occasional

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pushing and pulling up to 60 pounds; may be subject to sitting, walking, standing, reaching, bending, kneeling, crawling, handling, feeling, climbing, smelling, and twisting; and vision, speech, and hearing sufficient to perform the essential tasks.

Licenses and Certificates: None required.

WORKING ENVIRONMENT: Working environment is primarily indoors in an office setting and may require oncall after hour support.

Class Code: 2604

EEO Code: N-02

Pay Code: IT-40

Group: Clerical and Administrative

Series: Data Processing and Information Services

Effective Date: February 13, 2003