CLASS TITLE: COMPUTER SUPPORT/LAN SENIOR TECHNICIAN

PURPOSE OF THE CLASSIFICATION: Under general supervision is responsible for planning, technical, analytical and training work supporting end users in the selection and adaptation of micro-computer hardware and software applications, and other related assigned duties.

ESSENTIAL TASKS:
- Evaluates, studies, plans and recommends software applications and hardware systems for microcomputer user needs
- Works with users to troubleshoot and solve problems in hardware systems or software packages
- Installs, maintains, upgrades and backs up computers and network
- Programs computers
- Contacts technical support personnel and vendors for purchasing concerns, technical information, maintenance and repair service needs
- Writes user procedures, application documentation and sets up data security systems
- Trains users on personal computers, host terminals and a wide variety of end user programs
- Writes program revisions or program enhancements, to accomplish data collection, retrieval, analysis and informational goals
- Performs network administrator tasks, including database backup, maintenance and related user training
- Provides system reports, statistical reports, requisitions, purchase orders and other written information

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 an associate's degree or sixty (60) college hours in computer science or other related fields; and two (2) years of microcomputer system end user support experience; or a bachelor's degree in computer science or other related fields; 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 data processing equipment, LANS, operating systems, and software applications; considerable knowledge of the methods and techniques used in programming and troubleshooting micro-computer systems; and good knowledge of host terminal systems and user training techniques. Ability to write procedural specifications, program documentation, and train users; ability to solve system and programming problems; and the ability to courteously and tactfully communicate with fellow workers, supervisors, other members of the organization, and the public in giving and receiving information.

Physical Requirements: Physical requirements include arm and hand dexterity enough to use a keyboard and telephone; frequent lifting and carrying up to 20 pounds with occasional lifting and carrying up to 50 pounds; occasional pushing and pulling up to 60 pounds; may be subject to walking, standing, sitting, reaching, balancing, bending, kneeling, crawling, handling, feeling, climbing, and smelling; vision, speech, and hearing sufficient to perform the essential tasks.

Licenses and Certificates: Possession of a valid Oklahoma Class "D" Operator's License.

WORKING ENVIRONMENT: Working environment is primarily indoors in an office setting.

Class Code: 3532
EEO Code: N-03
Pay Code: IT-28

Group: Clerical and Administrative
Series: Data Processing and Information Services

Effective date: February 13, 2003