

# **LINN COUNTY CLASSIFICATION**

**TITLE: COMPUTER SUPPORT SPECIALIST**

**NUMBER: 009**

**APPROVAL ORDER**

**PAY RANGE: 13**

**NUMBER: 2001-550**

**CATEGORY: OPEU**

**DATE: September 18, 2001**

GENERAL STATEMENT OF DUTIES/JOB OBJECTIVES: Assist in the implementation of departmental computer systems by providing both technical and functional support. Utilize and manipulate large volumes of data in order to produce useful information for planning, monitoring and evaluation of department activities.

SUPERVISION RECEIVED: Works under the general direction of an administrative supervisor. The employee is responsible for carrying out tasks with a minimum of supervision.

SUPERVISION EXERCISED: Supervision of other employees is not a principal responsibility of employees in this classification. An incumbent will, however, work in close coordination with other staff and will provide training and technical assistance.

ESSENTIAL FUNCTIONS: A person employed in this classification must possess the capability to perform the following duties to be considered for this position. The duties are essential functions requiring the critical skills and expertise needed to meet job objectives. Additional specific details of these essential functions may be provided by the specific office or department job announcement, if applicable.

1. Consult with department personnel to define data requirements and needs. Coordinate data input and output activities.
2. Define and produce forms and reports to record and extract information from the department's computer system.
3. Identify, design and implement software enhancements.
4. Develop procedures and conduct training for departmental staff.
5. Prepare and implement schedule for downtime, backups, billings, hardware and software enhancements, etc.
6. Control and monitor security on computer system.
7. Act as department's liaison to software vendors, contractors, and others involved with the development, utilization, or maintenance of the computer system.
8. Develop and maintain effective, harmonious and reasonable work relationships with others.
9. Maintain regular and predictable work attendance.

OTHER FUNCTIONS:

10. Other duties as assigned.

RECRUITING REQUIREMENTS: (Additional specific details may be provided by the specific office or department job announcement, if applicable).

KNOWLEDGE, SKILL AND ABILITY: Knowledge of computer technology. Knowledge of principles and techniques for data collection and data processing. Knowledge of data base technology. Skill in organizing facts and data to present findings in a clear and logical manner. Skill in utilizing data processing techniques and practices. Ability to effectively communicate with both technical and non-technical staff. Ability to adapt to various computer technologies.

EXPERIENCE, EDUCATION AND TRAINING: Graduation from a senior high school plus a two year degree in a computer related discipline and one year experience or any satisfactory equivalent combination of experience, education and training which demonstrates the ability to perform the work described.

NECESSARY SPECIAL QUALIFICATIONS: Possession of a valid motor vehicle operator's license at the time of appointment may be a condition of employment.

PHYSICAL DEMANDS AND WORK ENVIRONMENT: Work is generally performed indoors in an office environment. Work requirements include the ability to sit and move about; see, talk and hear; use hands to finger, handle or operate objects or controls; and reach with hands and arms. The work requires the ability to lift or move thirty (30) pounds.