

Title: Computer Support Technician II
Department: Administration
Division/Office: Information Technology Office



Grade 2117; Hourly position; Category: Classified; Job Code: CST2; Rev.:07/01/2021

General Description

The purpose of this class is to provide advanced technical support and troubleshooting within County's established customer service parameters to County employees.

This career ladder series position works under general supervision, independently developing work methods and sequences.

Duties and Responsibilities

The functions listed below are those that represent the majority of the time spent working in this position. Management may assign additional functions related to the type of work of the position as necessary.

- Troubleshoots computer hardware, software and/or network operating problems.
- Provides telephone/on-site support to computer users within the county.
- Ensures customer issues are promptly resolved consistent with established standards.
- Communicates status of current resolution efforts and how operations may be impacted.
- Takes physical inventory of IT supplies and hardware.
- Conducts software training classes to county employees.
- Maintains information technology inventory within access database.
- Prepares reports as required on equipment/application malfunction.
- Serves as technical advisor for system users or refers more difficult issues to a supervisor.
- Research technological solutions and spearheads the efforts to implement solutions.
- Tracks equipment maintenance needs and recommends improvements/training.
- Maintains information technology asset inventory and peripheral supplies.
- Performs related work as required.

Minimum Education and Experience Requirements:

Requires Associate's degree in computer science or equivalent supplemented by four (4) years of computer technology, call center or related technical experience or possession of any equivalent combination of education, training, and experience.

Additional Requirements:

Advanced working knowledge of Microsoft desktop operating systems/applications; experience with computer network systems in a multi-site operation; experience installing/troubleshooting computer hardware/software and peripherals; experience with cloning (ghost) applications; ability to work independently with little supervision to accomplish multiple tasks concurrently; excellent interpersonal and communications skills; regular and timely attendance; performance of duties a safe manner

Must pass testing for substance abuse and criminal background investigation. Must maintain a positive work environment by acting and communicating in a manner that promotes harmonious relations with customers, co-workers, and supervisors. Direct deposit of pay required.

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Americans with Disabilities Act Requirements:

This is light work requiring the exertion of up to 20 pounds of force occasionally, and/or up to 10 pounds of force to move objects; work requires crawling, reaching, pushing, fingering, grasping, handling, and repetitive motions; voice communications is required for expression or exchanging ideas by means of spoken work levels, and to receive detailed information through oral communications and/or to make fine distinction in sound; mental acuity is required to make rational decisions through sound logic and deductive processes; physical attendance at work site is required to perform manual tasks, provide immediate service to onsite customers, and supervise or interact with work group; visual acuity is required for depth perception, color perception, preparing and analyzing written or computer data, visual inspection involving small defects and/or small parts, use of a measuring devices, determining the accuracy and thoroughness of work, observing general surroundings and activities; the worker is subject to inside environmental conditions, and atmospheric conditions.

Special Certifications and License Requirements:

- Must possess and maintain a valid state driver's license with an acceptable driving history.

Notices:

Kent County is an Equal Opportunity Employer. ADA requires the County to provide reasonable accommodations to qualified persons with disabilities. Prospective and current employees are encouraged to discuss ADA accommodations with management. This is an employment at-will position.

Employee Acknowledgement