

KENT COUNTY POSITION DESCRIPTION

*Kent County Levy Court
555 Bay Road, Dover, DE 19901*

Department of Administration
Information Technology Office
Classified, GRADE 9
40 Hour Week

COMPUTER SUPPORT TECHNICIAN II

GENERAL STATEMENT OF DUTIES: Provides advanced computer user support and troubleshooting within County's established customer service parameters; does related work as required.

DISTINGUISHING FEATURES OF THE CLASS: Positions in this class perform various tasks related to installation of the County's computer hardware and applications, and prompt resolution of operational problems associated with computers, peripherals, software and communications equipment. The work requires the employee to document responses, communicate install/repair status with user(s), and maintain user work product confidentiality. This position requires a strong sense of ownership and commitment to customer service, technical excellence, and operational focus. The candidate must possess excellent communication skills in order to collaborate successfully with internal and external customers.

ADA REQUIREMENTS: This is light work requiring the exertion of up to 20 pounds of force occasionally, up to 10 pounds of force frequently, and a negligible amount of force constantly to move objects; work requires climbing, balancing, stooping, reaching, standing, walking, fingering, grasping, and repetitive motions; vocal communication is required for expressing or exchanging ideas by means of the spoken word, and conveying detailed or important instructions to others accurately, loudly, or quickly; hearing is required to perceive information at normal spoken word levels, and to receive detailed information through oral communications and/or to make fine distinctions in sound; visual acuity is required for depth perception, color perception, night vision, preparing and analyzing written or computer data, visual inspection involving small defects and/or small parts, use of measuring devices, operation of machines, operation of motor vehicles or equipment, determining the accuracy and thoroughness of work, and observing general surroundings and activities; the worker may be subject to inside and outside environmental conditions.

EXAMPLE OF WORK: (Illustrative only)

Troubleshoot computer hardware, software and/or network operating problems;
Provide telephone/on-site support to computer users within the County;
Ensure customer issues are promptly resolved consistent with established standards;
Communicate status of current resolution efforts and how operations may be impacted;
Prepare reports as required on equipment/application malfunction;
Serve as technical advisor for system users or refers more difficult issues to a supervisor;
Track equipment maintenance needs and recommends improvements/training;
Maintain information technology asset inventory and peripheral supplies.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES: 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.

ACCEPTABLE EXPERIENCE AND EDUCATION: Vocational, trade school, technical training, or associate's degree with of 3-5 years of work experience in computer technology, call center, or related technical field; or any combination of experience, and training which provides the required knowledge and skills.

ADDITIONAL REQUIREMENTS: Possession and retention of a valid motor vehicle operator's license issued by the State of Delaware. Must pass testing for substance abuse and criminal background investigation. Direct deposit of pay required. Requires work schedule flexibility with after-hours support and on-call availability.

Employee Acknowledgement

Eff. 10/01/07