Title: Computer User Support Specialist II  

Pay Scale Group: 71 C

Essential Function

Under general supervision from a designated administrator, provides support for information technology equipment and/or systems (e.g., computer and peripheral equipment, telecommunications and network devices, audio and video equipment, and related transmission equipment and systems) which typically are integrated with or interconnected to larger systems; providing user application support by developing software solutions using PC-based and/or mainframe applications and database management systems or by modifying existing software programs and site administration of technology-based facilities.

Characteristic Duties

Provide user support for off-the-shelf software applications programs, including installing, configuring, modifying and troubleshooting applications, and training users; evaluate and recommend off-the-shelf software to meet user needs;

May write applications or automated routines, or create other and hoc applications solutions for users; modify existing or third party software programs to meet user needs;

Create, manage or manipulate data bases, using PC-based database software or mainframe database management systems/packages; modify database report output according to user needs;

Provide PC/workstation support for hardware and systems software interfaces; install and configure standard operating systems and integrate them with related systems; ensure system integrity between hardware and operating systems; troubleshoot errors in system operations and related networks; perform software and hardware modifications;

Maintain and support hardware and software for stand-alone systems; provide hardware, software and system training as needed;

Perform local area network (LAN) and system backups;

May administrator and maintain a LAN, file server, network operating system and/or mainframe as a part of position duties;

Serve as a seasoned & proficient professional;

Other duties as assigned.

Minimum Qualifications

Bachelor’s degree in Computer Science, Information Technology, Computer Engineering, or related degree with two (2) years’ experience; -OR– an Associate’s degree with four (4) years’ experience ; or six (6) years of intermediate level related. Possesses a thorough understanding of commonly-used concepts, practices, and procedures and contributes through experience, collaboration and problem resolution.