Classification Specification for Classified Service

**Title:** Computer User Support Specialist (NE)  

**Pay Scale Group:** 70 1

**Essential Function**

Under general supervision from a designed administrator, responsible for 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; provide hardware and software training as needed

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 databases, 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;

May administer and maintain a LAN, file server, network operating system and/or mainframe as a part of position duties; perform local area network (LAN) and system backups;

Other related duties as assigned.

**Minimum Qualifications**

Associate's degree in Computer Science, Information Technology, Computer Engineering, or a relevant degree – or one (1) years of related experience; or a combination of relevant education and three (3) years of experience. Has knowledge of commonly-used concepts, practices, and procedures within a particular field; contributes through performance of routine or repetitive activities and tasks.