

STATE OF SOUTH DAKOTA CLASS SPECIFICATION

Class Title: Computer Support Specialist

Class Code: 10715

Pay Grade: GH

A. Purpose:

Provides a wide variety of computer, client, and network support to ensure effective installation, maintenance and troubleshooting of computer hardware and software.

B. Distinguishing Feature:

The Computer Support Specialist has an overall understanding of computer hardware, peripherals, devices and software applications to independently install, maintain, and troubleshoot hardware/software and resolve most client and system problems.

The Senior Computer Support Specialist possesses an in-depth understanding of hardware and software support and a proficient understanding of LAN administration and resolution of network operating problems, and researches and resolves non-documented hardware, software, and LAN problems.

The Computer Support Associate resolves clients' problems using established techniques and procedures, referencing technical manuals or documentation. Problems that have few precedents are typically referred or reviewed by higher level personnel before solutions are implemented.

C. Functions:

(These are examples only; any one position may not include all of the listed examples nor do the listed examples include all functions which may be found in positions of this class.)

1. Provides software and hardware technical support to ensure clients' computers run efficiently.
 - a. Diagnoses and solves problems on workstations and associated devices.
 - b. Sets up network printers.
 - c. Researches peripherals to find the appropriate drivers to make them function properly.
2. Sets up, installs, configures, and maintains individual workstations, peripherals, components, and network printers.
3. Provides network technical support to ensure efficient operations.
 - a. Installs or replaces network infrastructure pieces as directed.
 - b. Sets up and configures workstation with network card.
 - c. Works with agency to determine purchase of workstations, printers, network cards, etc.
4. Provides help desk support to effectively resolve client problems.
 - a. Diagnoses hardware and software related problems and resolves or assigns to the appropriate entity.
 - b. Tests and reports analog data communications problems.
5. Performs other work as assigned.

D. Reporting Relationships:

Typically reports to a Program Manager and directed by a Computer Support Team Leader. Does not supervise, but provides direction and instruction to less experienced personnel.

E. Challenges and Problems:

Challenged to ensure the components of the agencies' networks work together with the software applications in that agency. This involves an understanding of a variety of network components and the intricacies of diverse software products supported. Hardware and software products are constantly changing and continually being upgraded.

Typical problems resolved include troubleshooting hardware and software failures, restoring lost or corrupted data, and compatibility issues with hardware/software.

F. Decision-making Authority:

Decisions made include recommending computer purchases, prioritizing work requests, determining the suitability of hardware and software products, and determining final configurations and setup of hardware and software installations.

Decisions referred include the priority of conflicting requests, whether to repair or replace equipment, and final authority on computer purchases.

G. Contact with Others:

Daily contact with clients to answer questions and solve problems; and occasional contact with vendors to discuss products.

H. Working Conditions:

Typical office environment. Installations and repairs may require working in cramped and confined spaces, lifting heavy equipment, and exposure to electrical hazards.

I. Knowledge, Skills, and Abilities:

Knowledge of:

- a wide variety of computer software, hardware, and peripherals,
- base level network protocols and topologies.

Ability to:

- diagnose and resolve workstation and network problems;
- operate a variety of software applications;
- establish effective working relationships;
- communicate effectively with others.