

## **CLASS TITLE: COMPUTER SUPPORT/LAN CONSULTANT**

**PURPOSE OF THE CLASSIFICATION:** Under general direction is responsible for selecting, testing, recommending, implementing and maintaining computer and data communications hardware and operating systems software for a large scale, multi-tasking, multi-user on-line computer environment; implements and maintains continuous user uninterrupted data transmission capabilities; evaluates statistical data as a basis for fine-tuning the multiple operating systems software and optimizing equipment utilization; maintenance of compiler software and utility programs; and performs other related assigned duties.

### **ESSENTIAL TASKS:**

- Installs, fine tunes, diagnoses, and troubleshoots Network Operating Systems used on multi-user microcomputer systems and their attached workstations
- Provides technical support to various users
- Manages administrative and technical staffs
- Manages trouble calls and project work flows
- Maintains updated operating systems software with emphasis on obtaining optimum utilization from all computer systems
- Maintains continuous and uninterrupted data transmission capability that will support the local and remote communications networks for terminals emanating from the major and mini-computer systems
- Plans communications networks for faster response, greater reliability, and balanced loads
- Monitors data flow to identify and correct data communications problems
- Evaluates, selects, recommends, and implements computer software, hardware, and network releases in order to optimize and fine-tune all systems
- Researches available products to complement existing operating systems applications and new user requests
- Diagnoses operating system problems and offers solutions
- Provides instructions and written procedures to both computer operations and users
- Recommends to management, software products and data communications hardware based on sound evaluation criteria
- Coordinates on-site microcomputer classes
- Assists with bid specification preparation and reviews bid responses
- Optimizes the data communications networks as new systems applications are added
- Analyzes system abort dumps and collaborates with computer operations to effect corrective actions
- Acts as liaison with vendors and technical personnel
- Must report to work on a regular and timely basis

**Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.**

### **QUALIFICATIONS:**

**Training and Experience:** Graduation from an accredited college or university with a bachelor's degree in computer science, industrial engineering, mathematics statistics or other related fields, including or supplemented by coursework in computer science; and five (5) years of experience in computer operating systems software and/or data communications; or an equivalent combination of training and experience per Personnel Policies and Procedures Section 128. Refer to the Computer Support Progression Criterion Document for additional requirements.

**Knowledge, Abilities and Skills:** Comprehensive knowledge of at least one (1) network/computer operating system; comprehensive knowledge of data communications networking concepts, methods and techniques, including computer interfacing; considerable knowledge and experience in state-of-the-art data processing and data communications equipment and their application; and good knowledge of appropriate symbolic language systems. Ability to program in at least one (1) computer language or database system used on desktop computers: Fortran, C, C++, Basic, Visual Basic, DBase, Access; ability to perform analysis of data communications systems from technical feasibility aspects; ability to work independently and to recognize, analyze and solve complex problems; and the ability to understand

and influence the behavior of others within the organization, customers, or the public in order to achieve job objectives and cause action or understanding.

Physical Requirements: Physical requirements include arm and hand dexterity enough to use a keyboard and telephone; occasional lifting and carrying up to 50 pounds; occasional pushing and pulling up to 60 pounds; and be subject to walking, standing, sitting, reaching, bending, kneeling, crawling, handling, climbing, and twisting; and vision, speech, and hearing sufficient to perform the essential tasks.

Licenses and Certificates: None required.

**WORKING ENVIRONMENT:** Working environment is primarily indoors in an office setting.

**Class Code: 2047**

**EEO Code: E-02**

**Pay Code: IS-44**

**Group: Clerical and Administrative**

**Series: Data Processing and Information Services**

**Effective date: February 13, 2003**