CLASS TITLE: COMPUTER SUPPORT/LAN ANALYST

PURPOSE OF THE CLASSIFICATION: Under general supervision performs analysis, evaluation, training, and design work involving new or modified microcomputer applications and network operating systems (NOS); and performs other related assigned duties.

ESSENTIAL TASKS:
- Analyzes, evaluates, designs, and maintains various microcomputer data processing systems and applications
- Provides user support on projects, department desktop publishing systems and develops specialized software applications and utilities or selects appropriate system software
- Installs PC's, peripherals, software and modifications to software as necessary
- Analyzes and determines the most appropriate methods to correct hardware and software problems
- Performs project leader duties in systems organization, modification, and user training
- Conducts studies and assists in defining department data processing needs and capabilities
- Evaluates and recommends hardware and software upgrades for departments
- Analyzes technical responsibilities of users to assure effective data systems support for operational information concerns
- Diagnoses NOS problems and offers solutions
- May provide local area networks (LAN) management to include instructions and written procedures
- Administers LAN by installing new user and share names, performing backup and queue management
- Builds and repairs servers and may have to learn new server software
- Develops and coordinates computer-based training programs for microcomputer users
- Maintains various system files
- Prepares various reports as necessary
- Acts as liaison with outside vendors to solve computer and software problems
- Publishes instructional and training materials, specialized manuals, and monthly newsletter for users (in some positions)
- 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 an associate's degree or sixty (60) college hours in computer science or other related fields; and three (3) years of microcomputer system end user support experience; 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: Considerable knowledge of the methods and techniques used in systems analysis and related maintenance procedures; good knowledge of data processing systems and equipment; and good knowledge of PCs, LANs, peripheral equipment and their applications. Must possess the ability to coordinate, evaluate, and supervise the work of subordinates; ability to recognize, analyze, and solve system and software maintenance problems; ability to program in at least one (1) generally accepted computer language; 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; frequent lifting up to 50 pounds; occasional carrying, pushing, and pulling up to 50 pounds; may be subject to walking, standing, sitting, reaching, balancing, bending, kneeling, crawling, feeling, handling, twisting, and smelling; and vision, speech, and hearing sufficient to perform the essential tasks.

<u>Licenses and Certificates:</u>   Some positions within this classification may require possession of a valid Oklahoma Class "D" Operator's License or may have to earn a manufacturer's network operating system certification.

WORKING ENVIRONMENT: Working environment is primarily indoors in an office setting and may be required to travel to various City locations.

Class Code: 2592
EEO Code: N-02
Pay Code: IT-32

Group: Clerical and Administrative
Series: Data Processing and Information Services

Effective Date: February 13, 2003