

LAKE COUNTY TAX COLLECTOR JOB DESCRIPTION

JOB TITLE: COMPUTER TECHNICIAN

GENERAL STATEMENT OF JOB

Under limited supervision, is responsible for performing various maintenance and other computer related activities. Reports to the Director Information Technology.

SPECIFIC DUTIES AND RESPONSIBILITIES

ESSENTIAL JOB FUNCTIONS

Monitors performance of computer systems; performs routine maintenance; troubleshoots and resolves computer network, hardware, software and peripheral equipment problems; documents problems and resolutions.

Installs new hardware and software.

Maintains computer inventory for all five offices.

Travels to and supports remote locations throughout the county.

Transports equipment to branch office locations as necessary.

Researches, evaluates, and recommends implementation of new technologies to optimize information system performance.

Assigns and prioritizes work orders.

Establishes, initiates, and supervises preventative and corrective maintenance activities; schedules and manages maintenance and repair by outside contractors.

Interacts and communicates with a wide variety of individuals in the performance of routine duties such as the general public, other departments, managers, supervisors, users, etc.

Operates a variety of equipment such as network equipment, routers and switches, servers, computers, electrical tools, diagnostic tools, office equipment, etc.

Assists with network administration of multiple servers.

Acts as back-up to the Director Information Technology.

ADDITIONAL JOB FUNCTIONS

Performs other related work as requested.

MINIMUM QUALIFICATIONS

Requires associate's degree in Computer Science or any related field which emphasizes computer software/hardware, with a minimum of two years of experience in computer maintenance repair or any equivalent combination of related education, training and experience which provides the required knowledge, skills and abilities to perform the essential job functions.

**STANDARDS REQUIRED
TO PERFORM ESSENTIAL JOB FUNCTIONS**

Physical Requirements: Must be physically able to operate a variety of computer equipment and machinery. Must be able to exert up to ten pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects. Sedentary work involves sitting most of the time, but may involve walking or standing for periods of time. Work involves bending and stooping for short periods of time.

Data Conception: Requires the ability to compare and/or judge the readily observable, functional, structural, or compositional characteristics (whether similar to or divergent from obvious standards) of data, people or things.

Interpersonal Communication: Requires the ability of speaking and/or signaling people to convey or exchange information. Includes receiving assignments and/or directions from Director.

Language Ability: Requires the ability to read a variety of financial reports, billing invoices, computer software updates, computer reports, and related information. Requires the ability to prepare typed letters, direct pay forms, purchasing requisitions, addressing reports, inventory charts, etc., using proper format and conforming to all rules of punctuation, grammar, diction and style.

Intelligence: requires the ability to apply principles of rational systems in order to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists; to interpret a variety of instructions furnished in written, oral, diagrammatic or schedule form.

Verbal Aptitude: Requires the ability to record and deliver information, to explain procedures, to follow oral and written instructions. Must be able to use and interpret a variety of computer languages.

Numerical Aptitude: Requires the ability to utilize mathematical formulas; to add and subtract totals; to multiply and divide; to determine percentages and decimals.

Form/Spatial Aptitude: Requires the ability to inspect items for proper length, width and shape.

Motor Coordination: Requires the ability to coordinate hands and eyes rapidly and accurately in using automated computer equipment and machinery.

Manual Dexterity: Requires the ability to handle a variety of items (office equipment, control knobs, switches, etc.). Must have minimal levels of eye/hand/foot coordination.

Color Discrimination: Does not require the ability to differentiate between colors and shades of color.

Interpersonal Temperament: Requires the ability to deal with people beyond giving and receiving instructions. Must be adaptable to performing under medium levels of stress when confronted with an emergency.

Physical Communication: Requires the ability to talk and/or hear (talking -- expressing or exchanging ideas by means of spoken words; hearing -- perceiving nature of sounds by ear).