COMPUTER SYSTEMS ADMINISTRATOR I
Salary Range: $40,336 - 62,521

General Statement of Duties

Performs difficult skilled technical work of coordinating and managing Bertie County's computer systems and networking devices. Work includes management of hardware, software, and software upgrades. End user communication is very important.

Qualification Requirements

To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable an individual with disabilities to perform the essential functions.

Distinguishing Features of the Class

An employee in this class is responsible for the technical support of the county's computer network including workstations and networking devices. Work includes providing operational support of the computer systems and equipment; adding and deleting users, terminals, and other equipment on the network; troubleshooting equipment, software, and communications problems; and monitoring the system for speed and performance. The employee works in an inside environment, but may be required to work in cramped quarters and may be exposed to electrical hazards, dust and poor ventilation. Work is performed under the general direction of the Information Technology Director and is evaluated through frequent conferences, efficiency and effectiveness of the computer systems operations and feedback from users of the system.

Duties and Responsibilities

Essential Duties and Tasks

Duties include discussions with users or potential users of the system to explain the information technology capabilities of the system being managed; and assisting users in problem determination and resolution. Duties may include supervision. Maintains operating systems and software such as Windows, SQL and MS Office; installs and configures personal computers on the network; performs routine maintenance and upgrades on computer equipment.

Use computer system, software, and equipment manuals and documentation as references in administering the system and troubleshooting user problem situations; obtain additional technical resources from vendors as required.

Manages personal computer network systems including analyzing needs, updating, recommending upgrades, assigning peripherals and providing set-up; installs new hardware and makes programming changes or modifications for more efficient and effective use.

Provides technical assistance with a wide variety of user problems including hardware, software, peripherals and operating systems; visits work sites and provides technical support via telephone to diagnose and solve automation problems; teaches users how to operate equipment and software on the workstation.

Employees are responsible for the effective management and operation of the system and equipment; refers major problems such as inadequate software or space utilization to supervisors for resolution.

Participates in research, evaluation and integration of new technology, data administration, capacity planning, training and technical support.

Employee works independently in managing the computing and information resources of the system. Review is based on the effectiveness of the system in meeting the needs of users on a timely basis.

<u>Job Duties</u>

Attend training and other meetings to maintain currency in field and learn about new technology

Communicates with users of the system, administrators of systems external to the organization, and vendor or central computing facility consultants to explain or train on the system capabilities or to research and consult on system or communications problems.

Gathers information from users as to their information technology needs and current capabilities to determine that the system will benefit office functions. Problems not readily solved through available reference manuals are discussed with internal professional computing consultants or vendors.

Performs other related duties as required.

Recruitment and Selection Guidelines

<u>Knowledge, Skills, and Abilities</u>

Comprehensive knowledge of current information systems technology principles, methodologies and practical applications of networks, operating systems, hardware and software.

Knowledge of the capabilities and limitations of computers and related peripheral equipment and information technology.

Comprehensive knowledge of integration of computer technology into the public sector environment for a variety of applications and purposes including, GIS, E-911, CAD, networks, email and internet website access.

Skill in the installation and operation of various computer and server hardware devices and in software applications used by county departments.

Knowledge of the principles and methods used in obtaining maximum utilization of computing equipment.

Ability to analyze, diagnose and solve problems in a variety of applications in use on personal computers, servers and networks.

Ability to communicate effectively in oral and written form.

Ability to establish and maintain effective working relationships with supervisors, system users, department directors, outside consultants and vendors.

Ability to understand technical computer language and manuals and ability to follow technical oral and written instructions.

General knowledge of the particular office or business functions supported.

Ability to analyze technical data to determine source and causes of network and telephone operational problems and to resolve or obtain necessary resources for correcting.

Ability to instruct the system users in the operation of hardware and peripherals and in the effective use of software applications.

Ability to make arithmetic computations.

<u>Physical Requirements</u>

Must be able to perform the physical life operational functions of climbing, sitting, stooping, kneeling, crouching, crawling, reaching, pushing, pulling, lifting, fingering, grasping, feeling, seeing, talking, hearing, and repetitive motions.

Must be able to perform medium work exerting up to 50 pounds of force occasionally and up to 25 pounds of force frequently to move objects.

Must possess the visual acuity to prepare and analyze data and figures, operate a computer terminal, perform visual inspections, use measurement devices, assemble or perform repair on computers and servers, and read extensively.

<u>Desirable Education and Experience</u>

Graduation from a community college with an Associate's degree or higher in Information Technology, Computer Science, or related field, and two years of related experience, or an equivalent combination of education and experience.

Special Requirements

Possession of a valid North Carolina driver's license.