

**YAKIMA COUNTY, WASHINGTON**  
**CLASS SPECIFICATION**  
**CLASS TITLE: Computer Support Technician I**

<b>BAND:</b> <b>IT23</b>		<b>CLASS CODE:</b> <b>J23-3223</b>	
<b>DEPARTMENT:</b> Information Technology	<b>ACCOUNTABLE TO:</b> Varies	<b>JOB FAMILY:</b> Information Technology	<b>OVERTIME STATUS:</b> Non-Exempt
<p><b>JOB SUMMARY:</b> The Computer Support Technician I is the entry level position in a series that performs a variety of routine technical activities involving the installation, configuration, maintenance and repair of personal computer equipment, software, peripherals, and telephones; consults on software problems and repairs operating system problems; receives, logs, monitors and responds to requests for service; and provides technical advice and assistance to personal technology devices.</p>			
<p><b>DISTINGUISHING CHARACTERISTICS:</b> Computer Support Technician I is the entry level of a three-level technical computer support classification series. The Computer Support Technician I class is distinguished from the Computer Support Technician II class by the higher level work assignments. The computer support classification series is distinguished from other computer classifications by technical duties primarily associated with assisting employees with personal technology devices.</p>			
<b>DUTY NO.</b>	<b>ESSENTIAL DUTIES:</b> (These duties are a representative sample: (Position assignments may vary.)		<b>BAND/ GRADE</b>
1.	Under the guidance of senior Computer Support Technicians, serves as primary point of contact and intermediary for users and Senior Technology Administrators and Technology Administrators for troubleshooting support calls and ordering of computers, software and peripheral equipment.		B2
2.	Advises on all computer hardware and associated peripheral purchases, and works with the lead to establish hardware standards.		B2
3.	Unpacks, inspects for damage, delivers to users and sets up or installs computer systems, components and related software; attaches and configures monitors, printers, copiers, scanners, and cellular and desk phones. Installs and configures operating systems and all required user software.		B2
4.	Performs troubleshooting and problem resolution to fix reported problems.		B2
5.	Provides technical support and assistance to users in person, or remotely regarding the use of personal computers, software and peripheral equipment.		B2
6.	Receives, logs, monitors, and responds to 'help desk' requests from users reporting service problems or a need for service.		A1
7.	Other duties as required.		

**Knowledge of:** (Position requirements at entry):

- Computer hardware and software programs, configurations and peripherals used to include printers, copiers, scanners and cell phones;
- Operating systems and applications software used with personal devices and computerized office, and / or audio/visual equipment;
- Hardware and software troubleshooting techniques;

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- Customer Service techniques;
- Business communication etiquette.

### **Skills:** (Position requirements at entry):

- Troubleshooting personal computer device hardware and software problems;
- Setting up personal computing device and office equipment hardware and peripherals;
- Installing and configuring personal computing device software;
- Installing audio/visual equipment;
- Time management;
- Establishing and maintaining effective working relationships with staff at all organizational levels and with the public;
- Communication, both oral and written, sufficient to exchange or convey information and to give instruction and receive work direction.

### **Training and Experience:** (Position requirements at entry):

High School Diploma and 5 years of experience which includes Three years of customer service and/or computer related experience in troubleshooting, repair and/or installation; or an equivalent combination of education and experience which provides knowledge, skills, and abilities sufficient to successfully perform the essential duties of the job.

Preferred: Associate degree or technical training in Computer Science

### **Licensing Requirements:** (position requirements at entry):

- Current State Driver's license and proof of insurance, if requested.
- Successful completion of a criminal background investigation and general employment verification.

### **Working Conditions:** Position may have the potential exposure to the following:

Environment: Exposure to hostile/angry individuals, work outside of standard business hours and multiple work locations;

Physical Demands: bending, carrying, handling, lifting, reaching, sitting, standing, walking, fingering, balancing, climbing, crawling, crouching, kneeling, hearing, smelling, talking, visual acuity.

Sedentary Work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting, most of the time.

Intellectual Demands: ability to multitask, confidentiality, ability to work under pressure, ability to articulate and communicate in conversations, ability to follow written and verbal instruction.

### **Classification History:**

New Class: 08/2021

Revised: 12/2022