

YAKIMA COUNTY, WASHINGTON
CLASS SPECIFICATION
CLASS TITLE: Computer Support Technician II

BAND: IT24		CLASS CODE: J23-3224	
DEPARTMENT: Information Technology	ACCOUNTABLE TO: Varies	JOB FAMILY: Information Technology	OVERTIME STATUS: Non-Exempt

JOB SUMMARY: The Computer Support Technician II 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.

DISTINGUISHING CHARACTERISTICS:

Computer Support Technician is the second level of a three-level technical computer support classification series. The Computer Support Technician II class is distinguished from the Computer Support Technician III class by the lead responsibility given the latter. The computer support classification series is distinguished from other computer classifications by technical duties primarily associated with assisting employees with personal technology devices.

DUTY NO.	ESSENTIAL DUTIES: (These duties are a representative sample: (Position assignments may vary.)	BAND/ GRADE
1.	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.	Consults 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.	Create, edit and terminate user domain and email accounts in active directory.	B2
5.	Performs troubleshooting and problem resolution to fix reported problems.	B2
6.	Provides technical support and assistance to users in person, or remotely, regarding the use of personal computers, software and peripheral equipment.	B2
7.	Receives, logs, monitors and responds to 'help desk' requests from users reporting service problems or a need for service.	A1
8.	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):

Associate degree or technical training in Computer Science and four years of computer related experience; or an equivalent combination of education and experience which provides knowledge, skills, and abilities sufficient to successfully perform the essential duties of the job.

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.

Medium Work: Exerting up to 20 pounds of force occasionally and/or negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body.

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:

Created: 1/98

Revised: 1/99

Revised: 04/15

Revised: 07/21

Revised: 12/22