

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

BAND: IT25		CLASS CODE: J23-3225	
DEPARTMENT: Information Technology	ACCOUNTABLE TO: Senior Manager	JOB FAMILY: Information Technology	OVERTIME STATUS: Non-Exempt

JOB SUMMARY: The Computer Support Technician III performs a variety of technical computer support 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. Provides technical advice and assistance as a lead or strong subject matter expert to other computer support staff and to business customers and establishes standardization of personal computer devices.

DISTINGUISHING CHARACTERISTICS:

The Computer Support Technician III is the highest level of a three-level technical computer support classification series. The Computer Support Technician III class is distinguished from the Computer Support Technician II by responsibility for acting in a lead capacity or strong subject matter expert and/or performing work requiring a higher degree of technical expertise, accountability and independent judgment as a computer operations business expert and establishing the standardization of personal computer devices.

DUTY NO.	ESSENTIAL DUTIES: (These duties are a representative sample: (Position assignments may vary.)	BAND/ GRADE
1	May serves as a lead to Computer Support Technicians by training, assigning, prioritizing and monitoring workflow; provides input in the employee selection, performance evaluation, and disciplinary processes; ensures work quality and participates in the development and implementation of operational procedures.	B2
2.	Works in concert with other department and county staff, outside agencies and vendors. Serves as a content and business expert for the customer, working together to enable and support business functions. Creates or modifies software technology tools. Ensures that work unit business objectives are met as efficiently as possible. Establishes hardware and software standards; researches and makes purchasing recommendations to users.	B2
3.	Diagnoses and fixes system hardware, software, and user/operator problems.	B2
4.	Provides technical advice and assistance to users, in person or on the phone, regarding the use of personal computers, software and peripheral equipment.	B2
5.	Recommends and/or takes corrective action after troubleshooting reported problems.	B2
6.	Performs, receives, logs, monitors and responds to "help desk" calls from users reporting service problems or a need for service.	A1
7.	Performs other duties as required.	

Knowledge of: (Position requirements at entry):

- Leadership skills.
- Computer hardware and software programs, configurations and peripherals used to include printers, copiers, scanners and cell phones;

CLASS TITLE: Computer Support Technician III

- Operating systems and applications software used with personal devices and computerized office, and / or audio/visual equipment;
- Hardware and software troubleshooting techniques;
- Customer Service techniques;
- Business communication etiquette.

Skills: (Position requirements at entry):

- Assigning and monitoring the work of others;
- Organizing staff, equipment and materials;
- 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 five years technical computer support 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.

Preferred:

Lead/supervisory experience

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:

New Class: 1/98 (Lead Computer Support Technician)

Revised: 1/99

Retitled and Revised: 2/02

Retitled from System Support Specialist: 07/21

Revised: 12/22