CLACKAMAS
C O U N T Y

MICROCOMPUTER SPECIALIST 2

CLASS CHARACTERISTICS

Under direction, to install, test, diagnose, and repair microcomputer hardware and software systems of various complexities; to provide training and technical services to microcomputer users; and to do other work as required.

DISTINGUISHING CHARACTERISTICS

The Microcomputer Specialist series provides microcomputer support either for the Technology Services Department or for a specific department. At the department level, the Microcomputer Specialist 1 and 2 support microcomputers and department-specific local area networks (LANs). Technology Services uses all three levels within the series to support general county operations. The Microcomputer Specialist, Senior assists only Technology Services to provide wide area network (WAN) support and total county connectivity.

The Microcomputer Specialist 2 is responsible for the installation, maintenance, and repair of complex systems such as department systems requiring outside agency connectivity or LANs. Incumbents diagnose microcomputer problems including hardware failures or software flaws and assists departments with planning, analyzing, and implementing their microcomputer objectives.

The Microcomputer Specialist 2 differs from the Microcomputer Specialist, Senior which supports County LANs and maintains servers as well as microcomputer support. It also differs from Microcomputer Analyst and Microcomputer Programmer/Analyst who designs and administers microcomputer applications and databases at the department level.

TYPICAL TASKS

Duties may include but are not limited to the following:

1. Sets up, installs, or relocates microcomputer computers and related peripheral equipment, including printers, modems, scanners, CD-ROM's JUKE boxes; installs or relocates Hubs, routers, etherswitches; tests and installs patch cables to support equipment installations at Hub, router, or etherswitch level; coordinates system configuration with LAN hardware and wiring, to ensure uniformity among the county departments; installs and upgrades operating systems and application software; executes data exchanges between personal computers and networks.

2. Runs diagnostic tests to ensure system integrity following installation and/or upgrading; diagnoses and resolves personal computer and peripheral equipment hardware and operating system problems; provides depot or on-site maintenance to personal computer

hardware such as replacing interface cards, hard disks, motherboards, patches, or I/O cables for personal computers; coordinates vendors for repair and maintenance activities.

3. Diagnoses microcomputer and moderate LAN hardware problems by telephone and on-site at user departments; identifies cause of system or equipment failure; initiates corrective action and/or coordinates repair services or software updates and patches.

4. Trains user department personnel in the proper care and general maintenance of personal computers and peripheral equipment such as backup procedures and disk maintenance; develops preventative maintenance programs for personal computers and associated peripheral equipment; instructs users in proper data storage and retrieval on a LAN.

5. Assists department directors, users, and other County personnel in planning, analyzing and implementing microcomputer requirements and objectives; compiles and analyzes data regarding system performance and capacity; coordinates with vendors and programming/technical staff in the evaluation, selection, implementation, training, and support of various software packages.

6. Oversees maintenance of inventory and logs of microcomputer equipment at user departments, including hardware and software characteristics, relationship between release levels and software patches, and compatibility with existing hardware and software, reference documentation of installation and operational manuals and procedures, and cabling schematics.

REQUIRED KNOWLEDGE AND SKILLS

Working knowledge of: Principles and practices of office automation; basic project management principles; basic theory of electronics; concepts, capabilities and components of microcomputers and related equipment; configuration for terminals, printers, modems and data interface units; applicable software, release levels and compatibility with existing hardware and software; repair and maintenance procedures for various types of microcomputers and related equipment; documentation of installation and operational procedures; telephone company procedures, data circuits, routing and configurations; basic math.

Some knowledge of: Network equipment, hardware, software, network design, operation, and installation; theory and fundamentals of mainframe computer operations and related equipment; training techniques.

Skill to: Communicate effectively, both orally and in writing; use diagnostic and testing tools to identify, diagnose and resolve microcomputer hardware and operating system software problems; install and move microcomputers and related equipment; configure and assemble microcomputer hardware to exchange data with file servers or other microcomputers; construct custom cables and cable connectors; plan and implement data communication projects in a timely and cost effective manner; create and maintain schematic drawings illustrating cable paths to be used for project planning, problem diagnostics and addition, removal or modification of cables and equipment; maintain accurate and detailed records; establish and maintain effective working relationships with vendors, system users and County employees.

WORKING CONDITIONS

Incumbent typically works in a variety of setting and locations. Work requires the ability to bend, crawl, climb, stoop and be available at sites to provide client support in the installation, repair

and maintenance of hardware and software. Incumbent must be able to lift or move personal computers, terminals and peripheral equipment which may weigh up to fifty pounds.

Within the User Support Services and Technology Services Admin Divisions of Technology Services, duties require frequent standing, walking, squatting, kneeling, crawling, bending, twisting, climbing, lying down, reaching, grasping, fine motor control, and the ability to lift up to 55 pounds. Duties also involve occasional exposure to confined spaces, dust, and low lighting.

May work early and late hours to meet timelines, to provide off-hour service, and to respond to emergency situations.

MINIMUM QUALIFICATIONS

Minimum qualifications are used as a guide for establishing the minimum experience, education, licensure, and/or certifications required for employment in the classification. The following minimum qualifications are established for this classification. Additional minimum qualifications and special conditions may apply to a specific position within this classification and will be stated on the job announcement.

Experience: A minimum of three (3) years of related experience that would provide the required knowledge and skills to perform the responsibilities of this position.

Licenses/Certifications: None Required.

PRE-EMPLOYMENT REQUIREMENTS

Positions within the County's Criminal Justice agencies must successfully pass an extensive background investigation which may include national fingerprint records check; some positions within Non-Criminal Justice agencies must successfully pass a criminal history check which may include national or state fingerprint records check.

All positions within the County's Criminal Justice agencies must pass a pre-employment drug test.

Within the User Support Services and Technology Services Admin Divisions of Technology Services, employment is contingent upon passing a post-offer physical assessment. Accommodation requests will be reviewed on an individual basis in compliance with State and Federal legislation.

Driving may be necessary for County business. For position(s) with occasional/incidental driving, incumbents must possess a valid driver's license. Accommodation requests for an acceptable alternative method of transportation will be reviewed on an individual basis in compliance with State and Federal legislation. For position(s) with regular driving, incumbent(s) must also possess and maintain an acceptable driving record throughout the course of employment.

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