CLACKAMAS
C O U N T Y

MICROCOMPUTER SPECIALIST, SENIOR

CLASS CHARACTERISTICS

Under direction, to manage and administer the system of local area networks (LANs); to provide daily hardware and software support; to maintain system server and LAN connectivity; to train users on LAN operations and procedures; and to do other work as required.

DISTINGUISHING CHARACTERISTICS

The Technology Services Department provides computing services to County departments and other public and private agencies. The department is made up of four Technology Services Department Divisions, including Administrative Support, Enterprise Services, Application Support, and Telecommunication Services.

The Microcomputer Specialist, Senior is responsible for the administration of all LANs, including network hardware, software, security and connectivity. Incumbents are responsible for the daily operation and administration of the LAN systems. The Microcomputer Specialist, Senior recommends and implements LAN policies and standards and assists in planning the overall system.

The Microcomputer Specialist, Senior differs from the Network Designer which is responsible for the direction of the entire County network system. It also differs from the Microcomputer Specialist 2 which is responsible for the installation, maintenance, and minor repair of microcomputer hardware and software systems, and the training of users. It also differs from Microcomputer Analyst and Microcomputer Programmer/Analyst who design and administer microcomputer applications and databases at the department level.

TYPICAL TASKS

Duties may include but are not limited to the following:

1. Provides coordination in the planning, design, implementation and support of a LAN; identifies need for networking; monitors progress of activities, such as server support, software upgrades, hardware installation, and inventory control, ensures projects are completed as scheduled.

2. Manages the day-to-day operations of the County's LANs; performs administrative and support activities such as server and software configuration, maintenance and connectivity, regular inspection of network wiring, servers, hubs, routers and facilities; installs new hardware and software in the LAN; performs troubleshooting to help resolve problems with hardware and software.

3. Researches cost, supply, and performance standards for equipment, software and vendors; determines technical recommendations for service enhancements, equipment and materials

acquisition and resource allocation; tests new hardware and software for integrity and usability.

4. Administers and maintains user security for access to the LAN; monitors network traffic and makes configuration recommendations on physical and logical network layout, protocol management, operating system interaction and configuration, and security monitoring.

5. Develops and implements documentation for network design, configuration, components and use, work station installation, user support, and server maintenance; maintains software licenses and hardware and software inventory; coordinates with County departments to insure conformance to County policies and standards.

6. Provides complex technical support to clients in support of their business activities; analyzes and makes recommendations on instructional needs of clients; trains user department personnel in the proper care and general maintenance of microcomputer equipment.

REQUIRED KNOWLEDGE AND SKILLS

Thorough knowledge of: Microcomputer hardware and software; computer network technologies; hardware and software diagnostic and corrective methodologies; data transfer utilities applications; personal computer hardware configurations including storage devices, printers, graphics, communications and related software; operational characteristics of data processing equipment and peripherals; methods and procedures of software design, development and maintenance; applicable programming languages.

Skill to: Analyze complex technical problems and provide logical and effective solutions; read, interpret and apply technical information from resource manuals; plan, organize and document complex network related activities and to configure systems to be consistent with County policies and procedures; research computer trends and make recommendations for future system changes; communicate effectively, both orally and in writing, including communicating technical information to non-technical users; establish and maintain effective working relationships with county staff and vendors; provide customer service under tight deadlines.

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. Frequently works early and late hours to meet timelines, provide off-hour upgrade and maintenance, and respond to emergency situations.

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.

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 five (5) years of related experience that would provide the required knowledge and skills to perform the responsibilities of this position.

Licenses/Certifications:
The following licensure/certifications are required at the time of hire.

- Applicable vendor network certification.

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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