

Position Description
Computer Support Specialist
Department: Business Division

POSITION PURPOSE

The Computer Support Specialist provides technical computer and financial planning support to the Business Division.

NATURE AND SCOPE

The Computer Support Specialist is responsible for making day-to-day decisions necessary to complete Business Division projects, designing Business Division forms and applications, and purchasing and allocating Business Division supplies. Other decisions, such as finalizing and prioritizing the purchase of recommended software and equipment, are referred to a higher authority.

The major challenges faced by this position include ensuring projects run smoothly and resolving hardware and software problems.

EXAMPLE OF KEY DUTIES AND RESPONSIBILITIES

1. Coordinates projects for Business Division projects such as the design and development of computerized classrooms.
2. Designs, develops and implements specialized software applications for Division use.
3. Works with Network Supervisor to troubleshoot network problems; upgrades and installs network hardware and software.
4. Maintains records of equipment, software and supplies purchased by the Division; manages computer related accounts.
5. Evaluates new hardware and software products to ascertain compatibility with Division needs.
6. Works with vendors to obtain the best prices and service for equipment, software and supplies.
7. Administers Credit by Exam program for CIS, COMP, CIM classes.
8. Works with Computer Facilities Supervisor in maintaining system as requested.
9. Prepares payroll for Computer Lab Assistants; prepares and distributes monthly status report.
10. Performs related duties as required.

EMPLOYMENT STANDARDS

Knowledge:

Knowledge of District policies and procedures
Development and maintenance of variety of computer hardware and software
Development of technical requirements and managing systems design, development and implementation
Computer and network programming and administration
Understanding of networking and client/server concepts
Understanding of budgets and revenue control

Skills and Abilities:

Detail oriented
Problem solving skills
Excellent written and oral communication
Excellent interpersonal skills
Ability to work independently
Management and organizational skills

Education and Experience:

B.S. degree in Computer Science or related field; previous business experience preferred
3-5 years directly related experience

Working Conditions:

Classroom laboratory
Ability to lift up to 50 lbs.