

WASHINGTON COUNTY

Job Description

JOB TITLE: Computer Administrator / Help Desk Manager

Exempt (Y/N): Yes DEPARTMENT: Information Systems

DATE PREPARED: January 2014 SUPERVISOR: Technology Director

SUMMARY:

Install and maintain all Computer components throughout the County. Analyze needs and determine structure of all systems and servers. Install and maintain back-office systems including application servers. Assist with operational problems at the server application level and user level. Install and maintain desktop hardware and software.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

1. Consult and assist on County-wide projects that relate to Information Technology.
2. Perform hardware installation and maintenance.
3. Maintain backups of all users' computer systems county wide.
4. Provide assistance and detailed implementation of purchased software packages.
5. Maintain virus checking software on all computer systems county wide.
6. Install new software upgrades on county desktops, laptops and all network hardware.
7. Assist in the design, selection and installation of all desktops, laptops and computer systems county wide.
8. Monitor and review computer operations and recommend any needed changes.
9. Assist in problem analysis for operator, software, or hardware errors.
10. Verify appropriate hardware/software levels on County computers and network servers.
11. Determine proper hardware/software based on present and future needs.
12. Verify County compliance with software licensing rules.
13. Perform computer administrator duties.
14. Assess available hardware/software in anticipation of need by County Departments.

15. Perform any other related duties as required or assigned.

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty mentioned satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

EDUCATION AND EXPERIENCE:

Knowledge of a specialized field (however acquired), such as basic accounting, computer, etc. Equivalent of four years in high school, plus night, trade extension, or correspondence school Specialized training, equal to two years of college, plus 4 years related experience and/or training and three years of project management experience or equivalent combination of education and experience.

RESPONSIBILITY FOR FUNDS, PROPERTY and EQUIPMENT :

Budget Responsibility: \$0

Equipment and Property: \$5,000,000

SUPERVISION:

None.

COMMUNICATION SKILLS:

Ability to read, analyze, and understand common scientific and technical journals, financial reports, and legal documents; Ability to respond to complex or difficult inquiries or complaints from customers, regulatory agencies, or members of the business community.

MATHEMATICAL SKILLS:

Ability to apply advanced mathematical concepts such as exponents, logarithms, quadratic equations, and permutations. Ability to apply mathematical operations to such tasks as frequency distribution, determination of test reliability and validity, analysis of variance, correlation techniques, sampling theory, and factor analysis.

CRITICAL THINKING SKILLS:

Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables. Must possess strong computer skills with understanding of Command Line, Windows XP, Windows 7 and Windows 8, MS Access, MS Visual Basic, MS SQL Server and current County GIS Mapping Platform. Must be able to organize work so as to work with limited supervision and use own judgment to resolve problems in a timely and proficient manner. Knowledge of computer terminology and a need for accuracy and attention to detail is required.

Good communication and problem solving skills as well as analytical ability are necessary. Machine skills include computer, printers, imaging computer systems, fax machine, copier and calculator.

SUPERVISION RECEIVED:

Under direction where a definite objective is set up and the employee plans and arranges own work, referring only unusual cases to supervisor.

PLANNING:

Considerable responsibility with regard to general assignments in planning time, method, manner, and/or sequence of performance of own work, in addition, the work operations of a group of employees, all performing basically the same type of work.

DECISION MAKING:

Performs work operations which permit frequent opportunity for decision-making of minor importance and also frequent opportunity for decision-making of major importance, either of which would affect the work operations of small organizational component and the organization's clientele.

MENTAL DEMAND:

Very close mental demand. Operations requiring very close and continuous attention for control of operations which require a high degree of coordination or immediate response. Operations requiring intermittent direct thinking to determine or select the most applicable way of handling situations regarding the organization's administration and operations; also to determine or select material and equipment where highly variable sequences are involved.

ANALYTICAL ABILITY / PROBLEM SOLVING:

Moderately directed. Activities covered by wide-ranging policies and courses of action, and generally directed as to execution and review. High order of analytical, interpretative, and/or constructive thinking in varied situations.

USE OF MACHINES, EQUIPMENT AND/OR COMPUTERS:

Computer senior software programming, debug problem detection, database analyst II, network development, and senior project manager.

ACCURACY:

Probable errors would normally not be detected in succeeding operations and could possibly affect organization-patron relationship, involve re-work, or additional expenditures in order to properly resolve the error. The possibility of such errors would occur quite frequently in performance of the job. May also cause inaccuracies or incomplete information that would be used in other segments of the organization as a basis for making subsequent decisions, plans, or actions.

PUBLIC CONTACT:

Occasional routine contacts with persons outside the organization. This would include contacts with suppliers, mail service, etc.

EMPLOYEE CONTACT:

Contacts of considerable importance within the department or office, such as those required in coordination of effort, or frequent contacts with other departments or offices, generally in normal course of performing duties. Requires tact in discussing problems and presenting data and making recommendations, but responsibility for action and decision reverts to others.

REQUIRED CERTIFICATES, LICENSES, REGISTRATIONS:

Experience with network and computer systems.

PREFERRED CERTIFICATES, LICENSES, REGISTRATIONS:

Microsoft and Cisco certifications recommended.

SOFTWARE SKILLS REQUIRED:

Advanced: Contact Management, Database

Intermediate: Programming Languages, Spreadsheet

Basic: Presentation/PowerPoint, Word Processing/Typing

PHYSICAL ACTIVITIES:

The following physical activities described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions and expectations.

While performing the functions of this job, the employee is regularly required to stand, use hands to finger, handle, or feel, reach with hands and arms; frequently required to walk, sit, climb or balance, stoop, kneel, crouch, or crawl; and occasionally required to talk or hear. The employee must occasionally lift and/or move up to 50 pounds; frequently lift and/or move up to 25 pounds; regularly lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision; and color vision.

ENVIRONMENTAL CONDITIONS:

The following work environment characteristics described here are representative of those an employee encounters while performing essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the functions of this job, the employee is frequently exposed to risk of electrical shock; and.

The noise level in the work environment is usually moderate.