

WASHINGTON COUNTY
Job Description

JOB TITLE: Computer Software Design Specialist/Computer Technician

Exempt (Y/N): Yes

DEPARTMENT: Information Systems

DATE REVISED: August 2011

SUPERVISOR: Technology Director

SUMMARY:

The Software Design/Computer Tech under the guidance of the Technology Director is accountable for the effective design, operation, performance and maintenance of the computer hardware for Washington County. The incumbent will also analyze and amend software errors in a timely and accurate fashion, and provide status reports where required. Other responsibilities include the coordination of wiring needs for installations/upgrades, installation of hardware and software, telephone and computer cabling and user training. The incumbent is also responsible for providing assistance in the creation of and maintaining/updating various county web pages.

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

1. Meet with supervisor or department heads to analyze and understand functions to be automated or modified, the department needs, objectives, desired features, and input and output requirements.
2. Analyzes, defines, and documents system requirements for data, workflow, logical processes, interfaces with other systems, internal and external checks and controls, and outputs.
3. Analyzes and estimates feasibility, cost, time, compatibility with other systems and computer capabilities. Develops and maintains plans outlining steps and timetables for developing, testing and installing applications.
4. Designs, develops, tests and implements, applications using accepted computer programming languages.
5. Work with software providers to resolve issues, make or suggest improvements to software and implement updates in a timely and cost-effective manner.
6. Researches and evaluates existing software and hardware to assist in programming or to use as program platforms.
7. Import, export and verify integrity of data to be entered into databases for ready retrieval into various detailed reports for county applications and GIS Projects.
8. Design reports that meet requirements, are self-explanatory and contain information that is accurate and up-to-date.

9. Create procedures and documentation to assist software users in performing their jobs correctly and efficiently.
10. Review completed projects or computer programs to ensure that specifications are met, that software meets the user needs, and that programs are compatible with the existing system and other programs already in use.
11. As necessary design, modify and maintain county software programs by various county departments.
12. Update documentation to record new equipment installed, new sites, and changes to computer configurations.
13. Provide assistance in web page design or modification to various county departments.
14. Maintain and update web pages in various county departments that do not have personnel designated for this purpose.
15. Install printers, PCs, and other hardware/software associated with the county network.
16. Troubleshoot problems and make necessary repairs.
17. Maintain and upgrade, when necessary county telephone system with assistance from an outside contractor.
18. Closely monitor the physical operation of the computer equipment, printers, modem, etc.
19. Perform routine maintenance to maximize “up-time” of the computer system. Contact County Technology Director as necessary for support.
20. Continually examine computer operations to determine need for improved efficiency.
21. Train users of the system to insure that they have a reasonable understanding of the daily operation of the computer and related software.
22. Conduct all liaison activities in a professional manner to ensure maximum cooperation between and among the County and other agencies.
23. Perform related responsibilities as required or assigned.

QUALIFICATION REQUIREMENTS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE:

College degree or four years related experience and/or training or equivalent combination of education and experience.

SUPERVISION RECEIVED:

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

OTHER SKILLS and ABILITIES:

Must possess strong computer skills with understanding of DOS, Windows, 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, fax machine, copier and calculator.

PHYSICAL DEMANDS:

The physical demands 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.

While performing the duties of this position, the employee is regularly required to sit; use hands and fingers to handle, or feel objects; reach with hands and arms; talk and hear.

The employee must occasionally lift and/or move up to 10 pounds.

The employee must possess close, color, distance and peripheral vision; depth perception and the ability to adjust focus.

WORK ENVIRONMENT:

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

The noise level in the work environment is usually moderate.