LANCASTER COUNTY
TECHNOLOGY SUPPORT TECHNICIAN

NATURE OF WORK

This is responsible technical work providing support services to departmental personnel who use computer hardware, software and networks in the performance of their duties.

Work involves responsibility for providing on-site maintenance and trouble-shooting to departmental personnel for personal computer hardware, software network connections and other equipment. Work also may include the installation and use of new hardware and software. General supervision is received from an administrative superior with work being reviewed through effectiveness of programs.

EXAMPLES OF WORK PERFORMED

Provides on-site maintenance and trouble-shooting for personal computer hardware, software and network connections and other equipment; diagnoses the cause of personal computer operation problems and takes or recommends appropriate action to solve those problems.

Designs and develops applications for the department's computers; meets with co-workers to determine program requirements; prepares documentation and related information.

Installs new hardware and software packages in order to upgrade existing systems; trains co-workers in the use of hardware and software.

Performs regular security audits on all computers and hardware.

Acts as a liaison between department users and Information Services.

Researches and resolves reported problems; diagnoses computer and word processing problems in hardware and software; performs repairs as needed.

Confers with management and staff regarding hardware needs; researches hardware; provides hardware setup, configuration, installation and technical support; assists in the evaluation of new systems software packages.

Maintains data integrity by ensuring backup of server is completed daily; scans for possible viruses; maintains internal passwords and security systems; maintains an inventory database of computer hardware.

Performs related work as required.

DESIRABLE KNOWLEDGE, ABILITIES AND SKILLS

Considerable knowledge of the functions and capabilities of department's computer hardware.

Considerable knowledge of software installation and maintenance.

Considerable knowledge of database management, systems and technology.

Considerable knowledge of assigned department functions, procedures, policies and organization as they relate to computer support services.

Knowledge of HTML development.

Ability to establish and maintain effective working relationships with supervisors, co-workers and users of the department's system.

Ability to communicate effectively both orally and in writing.

Ability to manage multiple responsibilities concurrently.

Ability to utilize technical manuals relating to programming languages, systems operations and database management.

MINIMUM REQUIREMENTS

Associate's degree with coursework in computer science, business administration or related field plus four years of experience managing a complex computer system or any equivalent combination of training and experience that provides the desirable knowledge, abilities and skills.

4/2017

PS5362