

*Code: 1436*

*Title: COMPUTER/LAN SUPPORT SPECIALIST*

**SUMMARY:** Provides technical computer and/or systems software and hardware support to mini/micro computer and Local Area Network (LAN) systems.

**DUTIES/RESPONSIBILITIES:** (Work assignments may vary depending on the department's needs and will be communicated to the applicant or incumbent by the supervisor.)

Installs, configures, and tests various types of operating systems and hardware for departmental and multi-department minicomputer and LAN systems;  
Installs and configures system peripherals, such as disk subsystems, tape backup systems, controllers, network interface boards, and power backup systems and other related systems and peripherals;  
Makes recommendations to management concerning automated information systems, systems acquisitions, enhancements, and upgrades;  
Evaluates operating systems and application software for multi-user systems;  
Prepares implementation plans, systems administration, and user documentation;  
Conducts diagnostic tests on hardware, cabling, peripherals, and software;  
Conducts technical analysis of capacity, response time, and work load and makes systems growth projections;  
Provides technical support and training for user departments;  
Prepares cabling plans and tests installations;  
Develops systems to monitor and improve performance;  
Defines and controls systems security.

**KNOWLEDGE & SKILLS:**

Knowledge of:

- principles, techniques, and operations of minicomputers, microcomputers, LAN's, peripheral equipment, operating and cabling systems;
- research methods including the design, analysis, documentation, recommendation and application of results for multi-user systems;
- operating principles, capabilities and limitations of systems, hardware and software applicable to area of assignment;
- machine language(s) applicable to area of assignment;
- principles and techniques for development and maintenance of data communications, security and privacy measures;
- effective communication and training techniques.

Skill in:

- identifying, analyzing and resolving computer systems problems applicable to area of assignment;
- analyzing and determining the effectiveness and applicability of computer hardware and software;
- using appropriate machine language(s) to refine systems and modify software and hardware applications;
- identifying, analyzing, testing, and resolving computer systems problems;
- preparing, organizing, prioritizing and facilitating of computer systems tasks;
- training other staff in computer systems techniques and procedures;
- communicating effectively.

MINIMUM QUALIFICATIONS:                      EITHER:

(1) An Associate's degree, certificate, or diploma from an accredited Community, Technical, or Occupational College or School in Computer Science, Programming, or a closely related field and two years experience providing automated information system technical support, programming, and/or systems analysis.

(Two additional years of experience providing automated information system technical support, programming, and/or systems analysis may be substituted for the educational requirement.)

OR:

(2) Four years of experience providing automated information system technical support, programming, and/or systems analysis.

OTHER REQUIREMENTS:

Licenses and Certifications: Some positions require appropriate certification/licenses at the time of appointment or prior to completion of initial/promotional probation. Some positions require a valid Arizona Class D driver license at the time of application or prior to completion of initial or promotional probation period. Failure to obtain/maintain the required certification/licensure shall be grounds for termination.

Special Notice Item: Some positions may require satisfactory completion of a personal background investigation, polygraph examination, and/or pre-/post-appointment drug-testing by law enforcement agencies due to need for access to law enforcement, corrections, or Courts facilities, property and associated confidential and sensitive information, documents, communications, and database systems.

Physical/Sensory Requirements: Physical and sensory abilities will be determined by position.

This classification is intended to indicate the basic nature of positions allocated to the class and examples of typical duties that may be assigned. It does not imply that all positions within the class perform all of the duties listed, nor does it necessarily list all possible duties that may be assigned.

Pima County

Revised 03/15/99(Team)  
Updated 2/7/14(tb)