

Code: 1451

Title: EDP (ELECTRONIC DATA PROCESSING)TECHNICAL SUPPORT SPECIALIST

SUMMARY: Provides technical consultation and evaluation of electronic data processing systems software, installation, and maintenance.

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

Analyzes and resolves performance problems involving operating systems and associated hardware;
Provides technical expertise in the installation and maintenance of operating systems, monitors, utility programs, compilers, assemblers, and miscellaneous automated system software;
Evaluates computer software and hardware in terms of effectiveness and applicability for a given job;
Assists in developing information systems programming and operating standards;
Assists programmers in identifying and resolving problems through the use of currently installed computer languages;
Provides training, technical support, and consultation to users and staff as required;
Modifies vendor-supplied utilities and packages to comply with existing operating equipment;
Assists in the evaluation and modification of automated software and hardware applications;
Analyzes systems to identify application problems and resolves problems;
Assists in developing systems and routines to monitor and improve performance and define and control access to system resources;
Provides technical information to staff, users, consultants, and vendors regarding currently installed software and hardware;
Maintains appropriate security and confidentiality of information created or encountered in the performance of assigned duties;
May supervise other technical personnel as assigned.

KNOWLEDGE & SKILLS:

Knowledge of:

- information systems programming and systems analysis applicable to area of assignment;
- machine language(s) applicable to area of assignment;
- operating principles, capabilities and limitations of operating systems, hardware, and software applicable to area of assignment;
- mathematics and statistical methods applicable to the use of EDP systems;
- effective supervision, training and communication techniques.

Skill in:

- identifying, analyzing and resolving operating systems problems applicable to area of assignment;
- analyzing and determining the effectiveness and applicability of computer software and hardware;
- using appropriate machine language(s) to develop systems and routines and modify software and hardware applications;
- training other staff in programming and systems analysis techniques;
- communicating effectively.

MINIMUM QUALIFICATIONS:

A Bachelor's degree from an accredited college, university or technical school with a major in Computer Science, Management Information Systems, or a related field and two years of application programming and systems analysis experience, and/or maintenance and administration experience in a Microsoft Windows based, Intel hardware, client computing environment.
(Additional relevant experience may substitute for the aforementioned education.)

OTHER REQUIREMENTS:

Licenses and Certificates: 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 licensure shall be grounds for termination.

Special Notice Items: 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

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