



Leadership • Collaboration • Support

JOB TITLE: Senior Computer Support Technician

CSEA Salary Schedule, Range 33

DESCRIPTION OF BASIC FUNCTION AND RESPONSIBILITY

Provides hands-on technical work on desktop computers and peripherals, wired and wireless networks, audiovisual and telecommunications equipment and systems, and as required, equipment within the datacenter. Supports the agency's personal computing hardware and software support team, including the daily operation of the Help Desk system, purchasing and deployment of desktop and peripheral systems, the maintenance and repair of approved computing hardware, and the installation and configuration of approved software products. Provides expertise for difficult troubleshooting situations.

JOB REQUIREMENTS AND QUALIFICATIONS

Education and Experience:

Minimum of three years of progressively responsible experience supporting personal computing equipment, networks, and software products in an enterprise setting. The Senior Computer Support Technician must possess a high school diploma or equivalent, and a combination of two years of education and training that demonstrates the ability to perform the duties and responsibilities of this position. Coursework, training or certification in computer, networking and software system administration is preferred. The Senior Computer Support Technician must have demonstrated skills in customer service, technical writing and communication, and work scheduling and prioritization.

Must possess a valid California state driver's license.

Knowledge of:

- Knowledge of modern wired and wireless network systems.
- Basic knowledge of physical and virtual server operation.
- Extensive knowledge of computer and software fundamentals: desktop and server operating systems, user authentication, file storage and permissions, etc.
- Knowledge of information system security standards.

- Administration of cloud-based information and collaboration platforms (Microsoft Office, Google GSuite, etc.).
- Cybersecurity practices for end-users, including threat prevention, detection, and remediation.
- Telecommunications technologies.
- Audio-visual and conferencing technologies.
- Technology purchasing best practices (value, reliability, life cycle, etc.).

Ability to:

- Communicate clearly and concisely in person and in writing.
- Interpret and explain technical concepts to colleagues and non-technical staff.
- Study and understand current technical concepts and apply them to existing and future projects.
- Prioritize, organize, and schedule work assignments and projects to minimize downtime and stabilize workload.
- Establish and maintain cooperative working relationships with customers, partners, and associates.
- Maintain timely and accurate records of service-delivery activities.
- Travel independently to various agency sites located throughout Solano County.
- Incorporate the agency's guiding principles into all facets of job.

ESSENTIAL DUTIES

- Installs, maintains, and trouble-shoots the installation, maintenance, and operation of the agency's computing, audio-visual and telecommunications systems outside of the central datacenter.
- Assists in networking and related equipment according to operational and security standards established by senior management.
- Provides support for business, instruction, and collaboration systems throughout the agency.

- Installs and assists with the deployment of approved software products, including the management of product licensing and updates.
- Provides support to the daily operation of the technology Help Desk system to ensure a high degree of service and satisfaction.
- Under supervision, conducts the purchasing of technology hardware and software outside the datacenter, including ordering, receiving, inventorying and disposal of equipment according to established policies.
- Organizes, develops, and provides individual and small-group technical training to agency staff as assigned.
- Documents technical support activities and practices in a clear and concise manner to facilitate shared knowledge among the entire team.
- Researches, tests, recommends, implements, and maintains new products, technologies, and trends that will enhance and increase the technical productivity, security, and levels of service provided by the Information Technology Department.
- Analyzes existing or proposed projects and requests to determine the feasibility for technical adaptation.
- Prepares project proposals and provides research and implementation documentation on project implementation.

MARGINAL DUTIES

- Develops documentation for internal technical use, and for use by non-technical staff throughout the agency.
- Assists staff with events requiring technical assistance.
- Conducts regular technology system audits to ensure compliance, security, and efficiency of operation.
- Troubleshoots problems with electronic security systems, in collaboration with the Facilities, Maintenance and Operations team.
- Provides support and troubleshooting on equipment and systems within the central and remote datacenter as needed.
- Works harmoniously with colleagues, partners, customers, and the general public.
- Performs other duties as required.

SUPERVISION RECEIVED

Employees in this classification receive general supervision within a framework of overall objectives.

SUPERVISION EXERCISED

None

PHYSICAL ACTIVITY REQUIREMENTS

This position requires a physical examination be taken and passed based on the physical requirements listed below:

Work Position (Percentage of Time):

Standing (35%)

Walking (30%)

Sitting (35%)

Body Movement (Frequency):

None (0) Limited (1) Occasional (2) Frequent (3) Very Frequent (4)

Lifting – lbs. (0-40)

Lifting (3)

Bending (3)

Pushing and/or
Pulling Loads (1)

Reaching
Overhead (2)

Kneeling or
Squatting (3)

Climbing Stairs (3)

Climbing Ladders (2)