

YOLO COUNTY OFFICE OF EDUCATION

CLASS TITLE: LEAD COMPUTER SYSTEMS SPECIALIST

BASIC FUNCTION:

Under the direction of an assigned supervisor, plan, coordinate, lead and participate in the activities and operations of assigned divisions of the Information and Technology Services Department including PC, network and applications support; coordinate and provide hardware and software training to users; troubleshoot and resolve complex and technical questions and issues related to computer operations and network support; train and provide work direction and guidance to assigned staff.

REPRESENTATIVE DUTIES:

ESSENTIAL DUTIES:

Plan, coordinate, lead and participate in the activities and operations of assigned divisions of the Information and Technology Services Department including PC, network and applications support; perform a variety of professional duties to assure customer needs are met.

Coordinate and provide hardware and software training to users; instruct staff regarding proper operating procedures; install software releases and add program fixes to production programs; assure effective implementations of applications; distribute software documentation and manuals to users.

Troubleshoot and resolve complex and technical questions and issues related to computer operations and network support; confer with users and provide solutions; contact vendors for support as necessary; maintain related logs and prepare related reports.

Analyze problems identified by users of applications; collect and evaluate necessary information to develop or modify new or existing programs to assure users needs are met.

Serve as system administrator for assigned mainframe computers; monitor system performance and available disc space; add users, groups, accounts and peripherals; install operating system patches and upgrades; recommend peripheral equipment upgrades; identify hardware malfunctions; schedule maintenance of assigned computers and equipment; adjust security settings.

Train and provide work direction and guidance to assigned staff; assign and review the work of others; participate in the selection of staff as requested; work with staff to correct performance issues as necessary.

Provide support and oversee the operations of the Wide Area Network (WAN); coordinate maintenance with outside vendors; configure routers; distribute IP addresses and assure proper security access to public and private segments of the network; recommend purchase of network equipment; troubleshoot connectivity issues.

Prepare a variety of records and reports related to assigned operations and activities.

Recommend and assist in the implementation of goals and objectives for the department; establish scheduled and methods for providing management information systems services and activities; implement policies and procedures.

Plan, develop, coordinate and implement complex data processing systems; design applications and systems to meet user needs; install, test and document major modifications to systems, procedures and programs; develop time and cost estimates related to development, modification and implementation of new or existing programs.

Assure the proper and effective implementation of applications and systems; develop system test plans; verify the accuracy and completeness of program and system results.

Review and analyze existing systems and procedures for compliance with legal reporting requirements, organization, flow of data, methods, forms and feasibility of computerizing existing manual systems.

Prepare program specifications for assigned projects; develop and review documentation and programs for completeness and compliance to standards and specifications.

Operate assigned computer hardware and software systems, and various printers, hard drives, and other peripheral equipment; assure security of data, equipment and facilities.

Perform computer operation duties as necessary; monitor, operating and maintain the data processing computers in a multi-processing environment; utilize related peripheral equipment including printing, bursting, decollating, scanning, data communication equipment and related items.

Monitor computer processing jobs; make adjustments to bypass errors, unscheduled machine stops or other malfunctions; assure production reports are completed and distributed to proper staff and users; document production problems.

Document, report and follow-up with vendors regarding product performance issues and enhancements or modifications to products.

Attend and participate in a variety of meetings, workshops and conferences to maintain current knowledge of technological advances in field of specialty; drive a vehicle to conduct work as necessary.

Serve as a project leader on a variety of special projects as directed; coordinate assigned projects with outside agencies, staff and vendors; provide technical information as requested.

OTHER DUTIES:

Submit budget recommendations; monitor expenditures; make recommendations regarding the purchase of new computer equipment.

Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Operations, services and activities of a management information systems program.

Proper operation of the County Office's mainframe computers and peripheral equipment.

Principles of training and providing work direction.

Department objectives and goals.

Advanced principles and practices of project management.

Advanced principles and techniques of programming and system analysis in a database environment.

Technical aspects of WAN maintenance, operation and programming.

Operating systems utilized by the County Office.

Principles and practices of training and providing work direction.

Oral and written communication skills.

Technical aspects of field of specialty.

Database administration practices.

Principles and practices of data processing.

Applicable laws, codes, regulations, policies and procedures.

Interpersonal skills using tact, patience and courtesy.

Operation of a computer, assigned software and related peripheral equipment.

Record-keeping and report preparation techniques.

ABILITY TO:

Plan, coordinate, lead and participate in the activities and operations of assigned divisions of the Information and Technology Services Department.

Troubleshoot and resolve complex and technical questions and issues related to computer operations and network support.

Serve as system administrator for assigned mainframe computers.

Operate a computer, assigned software and related peripheral equipment.

Train and provide work direction and guidance to assigned staff.

Provide assistance and training to computer systems users.

Plan, develop, coordinate and implement complex data processing systems.

Diagnose and understand reasons for system failures.

Install and configure various software applications on networks and computers.

Analyze situations accurately and adopt an effective course of action.

Meet schedules and time lines.

Assign and review the work of others.

Maintain current knowledge of technological advances in the field.

Maintain records and prepare reports.

Interpret, apply and explain applicable laws, codes, regulations, policies and procedures.

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Research, analyze and recommend new system software and hardware.
Communicate effectively both orally and in writing.
Establish and maintain effective working relationships with others.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: bachelor's degree in computer science, management information systems or a related field and four years of experience in computer programming and operations including two years of project management experience.

LICENSES AND OTHER REQUIREMENTS:

Valid California driver's license.

WORKING CONDITIONS:

ENVIRONMENT:

Indoor environment.
Driving a vehicle to conduct work.

PHYSICAL DEMANDS:

Dexterity of hands and fingers to operate a computer keyboard.
Hearing and speaking to exchange information in person or on the telephone.
Sitting or standing for extended periods of time.
Lifting, carrying, pushing or pulling moderately heavy objects up to 50 pounds.
Bending at the waist, kneeling or crouching to install equipment.
Reaching overhead, above the shoulders and horizontally to reach cables and store equipment.

HAZARDS:

Extended viewing of a computer monitor.