

YOLO COUNTY OFFICE OF EDUCATION

CLASS TITLE: PC SYSTEMS SPECIALIST

BASIC FUNCTION:

Under the direction of an assigned supervisor, perform a variety of professional duties that include providing desktop computer and enterprise system support; troubleshoot computer system hardware and software problems; perform minor microcomputer repair; assist in maintenance of enterprise application; assist computer users in setting up new applications, installations and configuration.

REPRESENTATIVE DUTIES:

ESSENTIAL DUTIES:

Assist in maintaining County Office computer equipment; perform diagnostics on microcomputers to determine problem correction procedures; perform minor repairs of microcomputers.

Review and test new applications; assist with set up and maintain standardized installation media and procedures for the latest release of software for County Office standard software.

Assess the microcomputer training needs of County Office and school district staff; prepare necessary materials for computer instructions including student guides, instructor guides, overhead slides, keystroke guides; present training classes on topics including applications and network software.

Troubleshoot hardware and software applications for Windows PC's.

Install microcomputers and related peripheral equipment including printers, scanners, plotters, disk drives, memory sticks, network interface cards, and related items.

Provide technical assistance for departments requesting satellite programming; down-link satellite programs for departments and off-site contacts; coordinate down-links and program into the satellite monitor; record programs and make multiple copies of tapes as requested; link program into conference rooms for viewing as necessary; enter billing data and bill departments for payment.

Set up multi-media equipment in conference rooms including computers, LCD projectors, televisions, VCRs, Satellite teleconferences and other equipment as required.

Provide assistance to the Director; prepare administrative reports related to training and support activities; assist in design and development of classroom facilities.

Assist with programming of building maintenance control systems, including HVAC, and building security system.

Deploy audio-visual equipment for conference center use, as needed. Assist conference center users with computer and multi-media equipment.

Provide information to users; research and solve computer software and hardware related problems.

OTHER DUTIES:

Develop and maintain various County Office and County program computer based databases.

Attend and participate in staff meetings and in-services activities; attend specialized training classes, attend workshops and conferences to increase professional knowledge of technologies and software.

Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Methods, uses and operation of Windows based microcomputers and peripheral equipment.

Computer hardware, electronics and electrical principles.

Database management, word processing and electronic spreadsheet computer software applications.

Operating characteristics and capabilities of computer systems to a variety of County Office and school district needs.

User training principles and practices.

Proper use and operation of data processing and computer networking equipment, software and systems applications, including software licensing.

ABILITY TO:

Operate a variety of highly technical network and computer equipment and related peripheral equipment.

Operate modern office equipment.

Perform a variety of professional duties involved in developing and implementing training programs for computer users.

Assist new users in setting up new applications, installations, problem solving and in performing minor microcomputer repair.

Learn the functions and limitations of assigned duties.

Learn new software products with and without formal training.

Read, interpret and apply concepts in complex technical publications, manuals and other documents.

Provide user instruction to adults in the use of computer applications.

Understand and develop solutions to user problems.

Independently set up and operate microcomputer systems and peripheral equipment.

Identify, analyze and resolve computer system and software malfunctions and procedural problems.

Understand the organization and operation of the assigned office and the County Office in order to assume assigned responsibilities.

Communicate effectively both orally and in writing.

Establish and maintain cooperative and 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 two years of experience in computer programming, computer support and operations.

LICENSES AND OTHER REQUIREMENTS:

Valid California driver's license.

WORKING CONDITIONS:

ENVIRONMENT:

Office Environment.

Driving a vehicle to conduct work.

PHYSICAL DEMANDS:

Dexterity of hands and fingers to operate a computer keyboard.

Sitting for extended periods of time.

Hearing and speaking to exchange information in person or on the telephone.

Seeing to view a computer monitor.

Bending at the waist, kneeling or crouching.

Lifting and carrying up to 50 pounds.