

⇐ **COMPUTER SYSTEMS TECHNICIAN**

SUMMARY

Under general supervision the Computer Systems Technician performs a variety of computer and communication functions related to the organization's hardware, operating systems, software and users.

DUTIES AND RESPONSIBILITIES

- 1) Serves as a technical resource with regards to software, hardware, and the internal network of the company (Administer, Exch 2000, Telecom Phone, and snap server file structure).
- 2) Installs and/or modifies PCs, monitors, printers, servers, hubs, routers and switches. These duties include setup and maintenance of data communications for internal and remote users and customers.
- 3) Assists COSTEP employees with instructions, information, technical support, and problem solving regarding PCs, printers, software applications, E-mail, telephones, and other user issues. Services printers by cleaning, repairing, and replacing toner.
- 4) Assigns specific TCP/IP addresses to PCs; may create, setup, or remove accounts for network users; and gives user rights to specific files and directories.
- 5) Loads local and network applications, and creates leaf objects such as users, groups, queues, printer servers, and printers.
- 6) Responsible for General telephone system changes and maintenance.
- 7) Assists with maintaining an inventory list of all hardware and software.
- 8) With supervisor's direction, may order, ship, and/or receive computers, computer parts, and peripheral equipment; using best judgment and following standard purchasing procedures.
- 9) Maintains good vendor relations and working relationships with other Division team members.
- 10) Reads, studies, and attends professional development programs and conferences in order to increase industry knowledge and to meet regulatory expectations.
- 11) Performs other related duties when requested or directed; always maintaining confidentiality regarding personnel, records, and operations matters.

The tasks listed above are considered to be essential functions of the job. However, there may be other related duties. All assignments are subject to change at any time due to reasonable accommodation or other considerations.

EMPLOYMENT STANDARDS

- 1) Requires completion of an Associate Degree in computer science, computer technology, or a related field; or completion of at least two years of academic studies leading toward a Bachelors Degree.
- 3) Requires a minimum of two years experience in IT/IS.
- 4) Technical aspects of the job include proficiency with PC's, LAN Servers, LAN Routers/Switches, Web Servers, E-mail Servers, the telephone system, and all associated software.
- 5) Must have a detailed working knowledge of current-release Network Operating Systems, such as Windows 95, Windows 98, Windows NT, and Novell NetWare, Windows 2000, Windows XP.
- 6) Requires the ability to communicate effectively and to maintain positive working relationships with all levels of COSTEP employees.
- 7) Physical requirements include: driving an automobile; visual acuity, speech and hearing; occasionally lifting/carrying up to 40 lbs.; hand and eye coordination to operate a computer keyboard and to use basic hand tools; and several hours per day of sitting, standing, walking, reaching, bending, and stooping, with frequent movement and interruptions. Carrying and climbing a ladder is sometimes required.
- 8) Will occasionally be required to work in excess of 40 hours per week, including evenings and weekends.
- 9) Requires the ability to work under pressure and to successfully complete tasks, even when there may be limited resources or rigid deadlines.
- 10) Requires a valid Texas Drivers License and an acceptable MVR for the previous three years.

NOTE

This job description reflects management's assignment of essential functions; it does not prescribe or restrict the tasks that may be assigned. All jobs are subject to change.

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| Points | 185 | Grade | 6 |
| Last Updated | 12/01/05 | Status | Non-Exempt (Hourly) |

Acknowledged:

Employee Name (Print)

Date

Employee Signature

Soc. Sec. Number