

## POSITION DESCRIPTION

## COMPUTER SUPPORT SPECIALIST

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<b>EMPLOYEE:</b>	<b>OPEN</b>	<b>JOB CODE:</b> 15-1041.00
<b>FLSA STATUS:</b>	Non-exempt	<b>POSITION GRADE:</b> 15
<b>COMPONENT:</b>	Finance & Operations	<b>LOCATION:</b> MYCO (All Sites)
<b>REPORTS TO:</b>	Deputy Director for Finance & Operations	
<b>PREPARED BY:</b>	Andrew Tucker	<b>DATE:</b> November 24, 2009
<b>APPROVED BY:</b>	Julie Voges	<b>DATE:</b> December 16, 2009

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**SUMMARY:** The Computer Support Specialist, under limited supervision is responsible for installing and maintaining all technology related components at all CHM locations not maintained by third parties (i.e. copiers). This is a part-time (30 hour) position.

**ESSENTIAL DUTIES AND RESPONSIBILITIES****Duties include but are not limited to:**

1. Oversees the daily performance and operation of computer systems at all CHM sites.
2. Diagnoses, troubleshoots and corrects end-user software and hardware problems.
3. Evaluates the need for and implementation of network and operating systems upgrades. Installs upgrades as needed, working with third party providers as necessary.
4. Installs software and software upgrades to PCs and servers as appropriate.
5. Keeps the antivirus/malware protection software up-to-date on all PCs and networks.
6. Adds/removes users to/from the systems, maintains e-mail addresses for staff.
7. Maintains on-site and off-site disaster prevention/recovery system and backup systems for all CHM sites.
8. Coordinates with management staff in setting IT related policy.
9. Produces and maintains documentation on all CHM IT systems.
10. Maintains CHM technology strategic plan in coordination with management and alignment with the global strategic plan.
11. Works with staff to determine needs for equipment and services, utilizing and scheduling consultants as necessary. Arranges for hardware and software leases, service agreements, etc. as appropriate.

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12. Researches, recommends purchases and sets up new computers and peripherals for staff as well as upgrades to current equipment.
  13. Installs computer hardware such as network cards, modems, RAM, routers, input devices (mice & keyboards), etc. as needed.
  14. Rotates all leased computers and peripherals as needed.
  15. Schedules training for staff development.
  16. Provides technical support and training for software in conjunction with management staff. Coordinates with vendors for additional training and support as needed.
  17. Evaluates upcoming computer system needs, develops priorities, and submits IT budget recommendations to the Deputy Director of Finance and Operations.
  18. Provides for disposition of obsolete equipment.
  19. Performs other duties as required within the scope of responsibility.
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**QUALIFICATION REQUIREMENTS:** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**EDUCATION and/or EXPERIENCE:** Bachelor's degree from four-year College or University in technology related field required; and three to five years related experience and/or training; or equivalent combination of education and experience.

**LANGUAGE SKILLS:** Ability to read, analyze, and interpret professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from staff, management, customers, and the general public.

**MATHEMATICAL SKILLS:** Ability to calculate figures and amounts such as discounts and interest. Ability to apply concepts of basic algebra.

**REASONING ABILITY:** Ability to solve practical problems and deal with a variety of variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

**CERTIFICATES, LICENSES, REGISTRATIONS:** Valid driver's license.

**PHYSICAL DEMANDS:** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

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While performing the duties of this job, the employee is regularly required to sit and talk or hear. The employee is occasionally required to stand; walk; use hands to finger, handle, or feel objects, tools, or controls; and reach with hands and arms.

The employee must occasionally lift and/or move up to 30 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, and depth perception.

**WORK ENVIRONMENT:** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee occasionally works in outside weather conditions.

The noise level in the work environment is usually quiet.

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**DISCLAIMER:** The information presented indicates the general nature and level of work expected of employees in this classification. It is not designed to contain, or to be interpreted as, a comprehensive inventory of all duties, responsibilities, qualifications, and objectives required of employees assigned to this job.

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Employee's Signature

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Date

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Supervisor's Signature

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Date