



# Senior Computer Technician

## Job Description

Department: Information Systems  
Position: Career Service  
Starting Step: 35, Table 14  
Supervisory: Lead  
Reports to: Computer Technical Support Manager

### Summary

Under general supervision of the Computer Technical Support Manager, performs routine and technical computer support work associated with maintaining hardware, software, and related technology for County departments.

### Essential Functions

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. Maintain integrity and continued operation of County computers and related peripheral equipment.
2. Provide workstation computer support including support for outside users through operation of the help desk; provide telephone support for hardware and software and troubleshoots problems.
3. Install and upgrade software and hardware and provide onsite training for users.
4. Facilitate print jobs from a variety of sources and using a variety of printers.
5. Control network switches and monitor network connectivity between County sites; diagnose and resolve network connectivity problems and errors; configure workstation computers to operate on the County network.
6. Perform daily backups to various systems, and Novell networks; run daily logs, backup, and inventory.
7. Monitor and maintain the operating environment of County data centers.
8. Diagnose problems and repair workstation computers, printers, routers, modems, network switches, servers, and related equipment.
9. Connect workstation equipment to County network utilizing building wiring.
10. Transport computer hardware and equipment to off site locations using a pushcart or personal vehicle.
11. Prioritize, assign, and monitor work; provide input for performance evaluations

### Knowledge, Skills, and Abilities

Knowledge of computer systems used by the County

Knowledge of computer peripherals including tape drives, disk drives and printers

### For Office Use Only

Class Code: 3022

Class Title: Senior Computer Technician

FLSA: Non-Exempt

Effective Date: 07/07/2017

Public Safety: No

Worker's Compensation: Clerical

Background Level: I

Safety Sensitive: No

DOT: No

Knowledge of telecommunications networks, servers, operating systems software, office automation software such as word processing and spreadsheets, Windows, PC networks, and data communications at all county sites

Knowledge of supervisory techniques

Skilled in reading, writing, and basic math

Skilled in operating and maintaining all types of laser printers, personal computers, diagnostic equipment, routers, servers, modems, and mainframe equipment

Ability to maintain cooperative working relationships with those contacted in the course of work activities

Ability to communicate effectively verbally and in writing

Ability to learn new technology (hardware and software)

Ability to work as a team to meet deadlines and reach goals

Ability to prioritize, assign, and monitor work

### **Supervisory Responsibility**

This position has no direct supervisory responsibility, but does serve as a coach and mentor for other positions in the department.

### **Work Environment**

This job operates in a professional office environment, but is regularly performed in a stockroom, warehouse, or other partially environmentally controlled building or space. This job requires traveling and transporting equipment to various building locations either on foot or by vehicle. Incumbent may be exposed to possible bodily injury from working on or transporting equipment, tools, or machinery. This role routinely uses standard office equipment such as a laptop, desktop, smartphone, photocopiers, shredders, and filing cabinets. The noise level in the work environment is usually moderate. This role requires the operation of a motor vehicle.

### **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.

While performing the duties of this job, the employee is required to use manual dexterity to handle, feel, and operate objects, tools and controls, and reach with hands and arms. This employee is frequently required to stand, talk, and hear. Specific vision abilities by this job include close vision and ability to adjust focus. The employee is required to type, file and lift office supplies up to 30 - 75 pounds.

### **Position Type/ Expected Hours of Work**

Incumbent must work 40 hours each week to maintain full-time status. There is availability to work out a flex schedule ahead of time that works for both the County and the employee. Occasional evening and weekend work may be required as job duties demand.

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**Travel**

This position requires up to 5 percent travel.

**Required Education and Experience**

- 1. Associate’s degree in computer science or closely related field
- 2. And Three (3) years of work experience performing computer technical support activities of which one year is with Utah County Government as a Computer Technician
- 3. Equivalent combinations of education and experience may also be considered

**Additional Eligibility Qualifications**

- 1. Applicant must possess a current driver’s license and obtain a valid State of Utah driver’s license within 60 days of employment
- 2. Selected applicants may be subject to, and must pass, a background check

**AAP/EEO Statement**

It is the policy of Utah County Government to assure equal employment opportunity to its employees and applicants for employment without regard to race, color, religion, national origin, disability, age, sex, sexual orientation, genetic status or gender identity.

**Other Duties**

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee of this job. Duties, responsibilities, and activities may change at any time.

Utah County Government is a drug-free workplace.

**Below is to be completed after an offer has been extended and accepted.**

**Signatures**

This job description has been approved by all levels of management:

Manager \_\_\_\_\_

Department Head \_\_\_\_\_

HR Director \_\_\_\_\_

Employee signature below constitutes employee’s understanding of the requirements, essential functions and duties of the position

Employee \_\_\_\_\_ Date \_\_\_\_\_

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