

**JOB VACANCY ANNOUNCEMENT****“RE-ADVERTISED”**

**POSITION:** Computer Support Technician II

**DEPARTMENT:** Duplin County Social Services

**SALARY:** Grade 65 Starting Salary: \$14,0841 Hourly / \$29,295 Annually

**OPENING DATE:** November 22, 2016 Closing Date: 12/08/16  
5:00 P. M.

**APPLY AT:** Duplin County Personnel Office  
County Administration Building - 224 Seminary Street  
Kenansville, NC 28349  
910/296-2174 "Equal Opportunity Employer"

**GENERAL DESCRIPTION OF DUTIES**

Under general supervision, installs, maintains, troubleshoots and upgrades computer hardware, software, personal computer networks, peripheral equipment and county electronic mail systems; assesses user training needs and trains users in effective use of applications; makes recommendations regarding hardware and software acquisitions; prepares documentation and provides user assistance to DSS staff; manage around 140 computers/laptops; acts as Security Officer to ensure all users have appropriate access to job-related programs; run security reports; performs related work as required. This position reports to the Administrative Officer.

**SPECIFIC DUTIES AND RESPONSIBILITIES****EXAMPLES OF ESSENTIAL FUNCTIONS**

Acts as a technical resource in assisting users to resolve problems with equipment and data; staffs a centralized help desk to facilitate exchange of information and advice, reset passwords, and/or troubleshoot program errors; develops training materials and procedures; creates & maintains programs/databases for agency needs.

Installs, configures and upgrade operating systems and software, using standard business and administrative packages; may modify specific applications for use in different departments.

Assists with office relocation; installs, assembles and configures computers, monitors, and peripherals such as printers, scanners and related hardware ensuring proper installation of cables, operating systems, and/or appropriate software.

Modify and maintain around 140 computers/laptops for each department needs. When employee is no longer employed, user information is backed up and deleted from computer; when an employee moves from one department to another, computer programs/software are modified; and for new employees, computers are updated and prepared.

Add, delete, or modify access to NC FAST, e-mail, and file server as well as submit e-IRAAF for state applications, and county system.

Troubleshoots problems with computer systems, including hardware and software, e-mail, and peripheral equipment problems; makes repairs and corrections where required.

Assists in instructing DSS employees in the use of standard business and administrative software, including MS word, excel and outlook; provides instructions or written documentation where required.

Must learn Power PDF software application. Used for scanning and creating PDF fillable forms.

Able to work with Windows 7, Windows 8 and XP Professional operating systems.

Refer major hardware/software problems or defective products to vendors or technicians for service.

### **MARGINAL FUNCTIONS**

**While the following tasks are necessary for the work of the unit, they are not an essential part of the purpose of this position and may also be performed by other unit members.**

Makes hardware and software acquisition recommendations including helping users assess needs and providing justification for equipment and services. Analyze quotes on computers hardware and software products. Preparing Computer Equipment Acquisition Plan (ADP) for approval from the State.

Follows data security procedures; responsible for monthly, quarterly, every 6 months, and yearly security reports, keeping appropriate user access up to date, and inventory. Adheres to state guidelines on retention policy with security reports and other important documentation.

Coordinates with County IT for upgrades, updates, and maintenance to the agency servers.

Screen potential new employees with typing tests.

Performs related duties as required.

### **MINIMUM TRAINING AND EXPERIENCE**

High school diploma or GED; supplemented by vocational/technical training in computers; supplemented by one (1) to two (2) years previous experience and/or training involving computer operation and repair; or an equivalent combination of education, training, and experience.