Computer/Network Support Specialist Grade II
Starting Wage: $22.05/hour

OPEN: 4/29/2015  CLOSE: Open Until Filled

WHO MAY APPLY: This position is open to Stevens County employees and the general public.

WHERE TO APPLY: Required forms and materials must be sent to: Work Source Colville, 956 S. Main, Colville, WA 99114. (509-685-6158). PLEASE NOTE: Applications not received at the location specified above may not be processed.

MATERIALS REQUIRED: Stevens County Job Application, personal resume and letter of interest detailing your background and describing how you meet or exceed the requirements are required.

WORK LOCATION: Stevens County Courthouse, Information Services Department, 215 S. Oak Street, Colville, WA 99114

WORK SCHEDULE: This position is subject to the provisions of the Fair Labor Standards Act and is overtime eligible. The typical workweek is 40 hours, Monday through Friday, 8:00 a.m. to 4:30 p.m. Weekend and night work may be necessary during periods of heavy workload or network maintenance requirements.

SUMMARY: Installs, modifies, and makes minor repairs to microcomputer hardware and software systems, installs/configures and troubleshoots computer networks and associated assemblies and provides technical assistance and training to system users by performing the following duties:

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

- Performs network troubleshooting to isolate and diagnose common network problems
- Installs, upgrades, and configures network printing, directory structures, rights, security, and software on file servers
- Provides users with network technical support
- Resolves the needs and questions of users concerning resources on the network
- Establishes network users, user environment, directories, and security for networks being installed
- Replaces defective or inadequate software packages
- Refers major hardware problems to service personnel for correction
• Read technical journals to keep abreast of new software and hardware product developments
• Performs all the functions of a Computer Support Specialist

QUALIFICATIONS: 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 (B.A.) from four-year college or university; or two to four years related experience and/or training; or equivalent combination of education and experience.

LANGUAGE SKILLS: Ability to read, analyze, and interpret general business periodicals, 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 groups of managers, clients, customers, and the general public.

MATHEMATICAL SKILLS: Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry.

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

OTHER SKILLS AND ABILITIES: Personal integrity and the ability to maintain the security and confidentiality of information processed by the Information Services Department. Communication skill and the ability to establish and maintain effective working relationships between users and this office. Ability to train a county employee in the use of their hardware and software. Must have good productive work habits; ability to adhere to steady productive work routine without supervision.

Two years experience as a Computer Support Specialist.

PHYSICAL DEMANDS: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential function 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 is regularly required to use hands to finger, handle, or feel objects, tool, or controls and talk or hear. The employee frequently is required to sit; reach with hands and arms; and stoop, kneel, crouch, or crawl. The employee is occasionally required to stand, walk, and climb or balance. The employee must regularly lift and/or move up to 25 pounds and frequently lift and/or move up to 100 pounds. Specific vision abilities required by this job include close vision, color vision, depth perception, and the ability to adjust focus.

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 is occasionally exposed to the risk of electrical shock. The noise level in the work environment is usually moderate.

SELECTION PROCESS:

• The candidate evaluation and selection process will include a preliminary screening of application materials for qualifications, clarity and completeness.
• Candidates demonstrating that they meet or exceed the minimum qualifications may be contacted to complete a supplemental questionnaire.
• Competitive candidates may be interviewed by one or more panels and will be tested to assess technical competencies.
• A final interview may be conducted at the discretion of the Information Services Director.
• Satisfactory criminal history backgrounds check results are a condition of employment. Applicants will be subject to a criminal background check. However, having a criminal record will not automatically eliminate you from consideration for the job. Records will be considered based on the requirements of RCW 9.96A.020, RCW 43.43, WAC 162-12 and WAC 446-20.
• RCW 73.16.010 provides for a preference in hiring for certain veterans and their widows or widowers. If you believe you are eligible to be considered for preference under either RCW, you need to complete and submit the Veteran’s preference questionnaire with your application materials.

UNION MEMBERSHIP: This position is represented by the Washington State Council of County and City Employees AFSCME, AFL-CIO, Local #1135-CH.