PCSB: 6414   FLSA: Non-Exempt
Pay Grade: D12

COMPUTER SUPPORT ANALYST

MAJOR FUNCTION:
Performs technical work in support of departments and schools in the use of information systems and micro-computers. Work involves setting up and installing hardware, software, and peripheral equipment; providing support in the use of networks and computer applications; assisting in costing and ordering equipment; and standardizing work stations to be interfaced within the local area network (LAN) and the county's wide area network (WAN). Responsible for maintaining a high degree of coordination with management, MIS, schools, and departments countywide. Work is performed under general supervision with some independence.

DUTIES AND RESPONSIBILITIES:
- Operates all computer mainframe and peripheral equipment, including computer console, storage devices, printers, scanners, personal computers and other auxiliary I/O devices.
- Designs, implements, and maintains basic technical programs and reports.
- Provides assistance to users in the operation and routine maintenance of computer hardware and peripheral equipment.
- Proposes hardware and software needs or modifications for new or upgraded computer network servers and workstations.
- Assists in the technical planning and costing of equipment purchases.
- Sets up and installs new or updated computer systems.
- Instructs and trains users in the operation of computer software, programs and packages.
- Maintains and updates user support manual.
- Troubleshoots problems on site, as well as via telephone, answers user's inquiries concerning systems operation, diagnoses system hardware, software, and operator problems, and recommends or performs remedial actions to correct problems.
- Analyzes and corrects malfunctions in stand-alone and networked computers and peripheral devices.
- Loads specified software packages into computers. Enters commands and observes system functions to verify correct system operation.
- May perform data processing related duties, including using programs or software packages, encoding data, data entry and retrieval, and programming.
- Attends committee meetings and acts as a liaison between departments, schools, and vendors.
- Provides related work, as required.

MINIMUM QUALIFICATIONS:
Graduation from high school or possession of GED, supplemented by college or vocational/technical courses in data processing computer operations, including basic programming, plus three (3) years related computer experience. Demonstrated strong working knowledge of Novell (networking software), Windows NT (server), and workstation software. Possession of a valid State of Florida Class E non-commercial driver's license.

PREFERRED:
Bachelor's degree from an accredited college or university, plus three (3) years experience in computer set up, upgrade and network management.

ISSUED: 6/06 AK; COMBINED "MICROCOMPUTER SUPPORT ANALYST" & "COMPUTER OPERATOR TECHNICIAN", SEE HISTORY ON FILE; BOARD APPROVED: 8/12/06

The above statements are intended to describe the general nature and level of work being performed by employees assigned to this classification, and are not intended to be construed as an exhaustive list of all responsibilities and duties required of those in this classification.

COMPUTER SUPPORT ANALYST

WORKING CONDITIONS & PHYSICAL EFFORT:	Seldom Or Never	Monthly	Weekly	Daily	Hourly
1. Lift objects weighing up to 20 pounds				X	
2. Lift objects weighing 21 to 50 pounds				X	
3. Lift objects weighing 51 to 100 pounds	X				
4. Lift objects weighing more than 100 pounds	X				
5. Carry objects weighing up to 20 pounds				X	
6. Carry objects weighing 21 to 50 pounds				X	
7. Carry objects weighing 51 to 100 pounds	X				
8. Carry objects weighing 100 pounds or more	X				
9. Standing up to one hour at a time				X	
10. Standing up to two hours at a time		X			
11. Standing for more than two hours at a time	X				
12. Stooping and bending				X	
13. Ability to reach and grasp objects				X	
14. Manual dexterity or fine motor skills					X
15. Color vision, the ability to identify and distinguish colors				X	
16. Ability to communicate orally					X
17. Ability to hear					X
18. Pushing or pulling carts or other such objects			X		
19. Proofreading and checking documents for accuracy				X	
20. Using a keyboard to enter and transform words or data					X
21. Using a video display terminal					X
22. Working in a normal office environment with few physical discomforts				X	
23. Working in an area that is somewhat uncomfortable due to drafts, noise, temperature variation, or other conditions		X			
24. Working in an area that is very uncomfortable due to extreme temperature, noise levels, or other conditions	X				
25. Working with equipment or performing procedures where carelessness would probably result in minor cuts, bruises or muscle pulls	X				
26. Operating automobile, vehicle, or van				X	
27. Other physical, mental or visual ability required by the job		X			

Computer Support Analyst – NR