

**City of Vicksburg
Job Description**

Job Title: Computer Specialist

Department: IT

Reports To: IT Director

FLSA Status: N

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Prepared Date: January 11, 2018

Approved By:

Approved Date:

Summary

Installs, modifies, and makes repairs to personal computer hardware and software systems, and provides technical assistance and training to system users by performing the following duties.

Essential Duties and Responsibilities include the following:

Provides users with network technical support fast and courteously

Responds to needs and questions of users concerning their access of network resources

Installs and tests necessary software and hardware

Installs or assists outside service personnel in installation of hardware and peripheral components such as monitors, keyboards, printers and disk drives

Loads specified software packages such as operating systems, word processing, or spreadsheet programs into computers

Enters commands and observes system functions to verify correct system operation

Respond to end-user inquiries concerning systems operation and diagnosis system hardware, software, and operator problems

Instruct and train users in use of equipment, software, and manuals

Creates custom reports using various software solutions for inner city department and citizen throughout open records' request

Coordinates activities with help desk, network services, or other information systems groups

Replaces defective or inadequate hardware and software packages.

Refers to major hardware problems to outside service personnel for correction

Ensured data integrity with regards to the police department database

Write programs using C derivative languages (JAVA, JavaScript, and others)

Learn about new tools, technologies, and platforms

Understanding of the security controls provided in common platforms and applications in environments including, but not limited to, UNIX, Linux, Windows, Server Microsoft Outlook, etc.

Other duties as assigned.

Supervisory Responsibilities

This job has no supervisory responsibilities.

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

Associate's degree (A. A.) or equivalent from two-year college or technical school; or six months to one year related experience and/or training; or equivalent combination of education and experience.

Language Skills

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

Mathematical Skills

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

Reasoning Ability

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

Computer Skills

To perform this job successfully, an individual should have knowledge of Microsoft Office Suite.

Certificates, Licenses, Registrations

Must have a valid driver's license.

Other Skills and Abilities

Must be able to work with little to no supervision.

Other Qualifications

Overtime, alternative work schedules and on-call work status may be assigned if needed.

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.

While performing the duties of this Job, the employee is regularly required to sit; use hands to finger, handle, or feel and talk or hear. The employee is frequently required to stand and walk. The employee must regularly lift and /or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision and 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.

The noise level in the work environment is usually moderate.