CLASS TITLE: COMPUTER SUPPORT/LAN CONSULTANT

PURPOSE OF THE CLASSIFICATION: Under general direction is responsible for selecting, testing, recommending, implementing and maintaining computer and data communications hardware and operating systems software for a large scale, multi-tasking, multi-user on-line computer environment; implements and maintains continuous user uninterrupted data transmission capabilities; evaluates statistical data as a basis for fine-tuning the multiple operating systems software and optimizing equipment utilization; maintenance of compiler software and utility programs; and performs other related assigned duties.

ESSENTIAL TASKS:
- Installs, fine tunes, diagnoses, and troubleshoots Network Operating Systems used on multi-user microcomputer systems and their attached workstations
- Provides technical support to various users
- Manages administrative and technical staffs
- Manages trouble calls and project work flows
- Maintains updated operating systems software with emphasis on obtaining optimum utilization from all computer systems
- Maintains continuous and uninterrupted data transmission capability that will support the local and remote communications networks for terminals emanating from the major and mini-computer systems
- Plans communications networks for faster response, greater reliability, and balanced loads
- Monitors data flow to identify and correct data communications problems
- Evaluates, selects, recommends, and implements computer software, hardware, and network releases in order to optimize and fine-tune all systems
- Researches available products to complement existing operating systems applications and new user requests
- Diagnoses operating system problems and offers solutions
- Provides instructions and written procedures to both computer operations and users
- Recommends to management, software products and data communications hardware based on sound evaluation criteria
- Coordinates on-site microcomputer classes
- Assists with bid specification preparation and reviews bid responses
- Optimizes the data communications networks as new systems applications are added
- Analyzes system abort dumps and collaborates with computer operations to effect corrective actions
- Acts as liaison with vendors and technical personnel
- Must report to work on a regular and timely basis

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

QUALIFICATIONS:
Training and Experience: Graduation from an accredited college or university with a bachelor’s degree in computer science, industrial engineering, mathematics statistics or other related fields, including or supplemented by coursework in computer science; and five (5) years of experience in computer operating systems software and/or data communications; or an equivalent combination of training and experience per Personnel Policies and Procedures Section 128. Refer to the Computer Support Progression Criterion Document for additional requirements.

Knowledge, Abilities and Skills: Comprehensive knowledge of at least one (1) network/computer operating system; comprehensive knowledge of data communications networking concepts, methods and techniques, including computer interfacing; considerable knowledge and experience in state-of-the-art data processing and data communications equipment and their application; and good knowledge of appropriate symbolic language systems. Ability to program in at least one (1) computer language or database system used on desktop computers: Fortran, C, C++, Basic, Visual Basic, DBase, Access; ability to perform analysis of data communications systems from technical feasibility aspects; ability to work independently and to recognize, analyze and solve complex problems; and the ability to understand
and influence the behavior of others within the organization, customers, or the public in order to achieve job objectives and cause action or understanding.

**Physical Requirements:** Physical requirements include arm and hand dexterity enough to use a keyboard and telephone; occasional lifting and carrying up to 50 pounds; occasional pushing and pulling up to 60 pounds; and be subject to walking, standing, sitting, reaching, bending, kneeling, crawling, handling, climbing, and twisting; and vision, speech, and hearing sufficient to perform the essential tasks.

**Licenses and Certificates:** None required.

**WORKING ENVIRONMENT:** Working environment is primarily indoors in an office setting.

Class Code: 2047  
EEO Code: E-02  
Pay Code: IS-44

Group: Clerical and Administrative  
Series: Data Processing and Information Services

Effective date: February 13, 2003