

MICROCOMPUTER TECHNOLOGY SUPPORT SUPERVISOR I

NATURE OF WORK

This is highly responsible technical and supervisory work directing and controlling the installation, maintenance and support of microcomputer hardware and software used to support the City and County-microcomputer environment technology infrastructure.

Work involves responsibility for supervising, designing and directing the installation of hardware and software, ~~and~~ the management of microcomputer systems, and the support for the technology infrastructure. An employee in this classification is expected to exercise considerable independent judgment and personal initiative in the performance of assigned duties. Supervision is exercised over subordinate technical personnel. This classification is designed for departments utilizing robust and varied technologies. General supervision is received from the Technology Support Supervisor II and/or Technical Support/Operations Coordinator/Microcomputer/Network Support Coordinator.

EXAMPLES OF WORK PERFORMED

Designs, Coordinates and supervises the installation, upgrading and monitoring of microcomputer hardware and software; assists customers in planning for the acquisition and use of microcomputer system components.

Reviews and monitors microcomputer system components and training to ensure maximum performance; evaluates and recommends hardware configurations and improvements; prepares cost estimates for proposed microcomputer hardware and software.

Acts as the primary liaison between customers and the Information Services Division or other technology support divisions; investigates problems to determine general nature and area of responsibility; keeps customers informed as to problem status; tracks the problem through final resolution.

Installs or assists in the installation of new microcomputer systems, and hardware and software upgrades to existing systems; diagnoses problems in hardware and software; performs appropriate repairs or coordinates repairs with third party vendors.

Analyzes, reviews, develops and supervises security solutions for complex systems; integrates security solutions across varying platforms and systems.

Designs, develops, integrates and supervises enterprise network solutions including switches, routers, access points, controllers, desktops, servers, tablets, laptops, phones, audio conferencing, video conferencing, instant messaging, email and file sharing.

Coordinates, schedules and directs technology support including service/help desk operations, procurement of technology, asset and inventory management, systems and backup operations, systems and backup administration, report distribution and administration and other operation duties for Information Services Division or other technology support divisions.

Writes operational documentation and recommends revision to operating procedures and policies.

Assists in the preparation of budgets for hardware, software, maintenance, forms, supplies and other operating costs.

Updates and maintains disaster recovery documentation; revises disaster recovery hardware configuration listings.

Supervises subordinate technical personnel; assigns, directs, coordinates and evaluates work.

Coordinates the maintenance of records of hardware and software projects; prepares reports and bid specifications.

Performs related work as required.

DESIRABLE KNOWLEDGE, ABILITIES, AND SKILLS

Thorough knowledge of the functions and capabilities of ~~micro~~computer hardware.

Thorough knowledge of software installation and maintenance.

Thorough knowledge of computer capabilities and associated networking components.

Thorough knowledge of Ethernet networks.

Thorough knowledge of ~~IBM-x86, x64 and compatible~~ ~~micro~~computer hardware and components.

Thorough knowledge of Novell Netware and of mainframe emulation products.

Knowledge of the principles of management and organization.

Knowledge of organizational and administrative policies and procedures.

Ability to assign, coordinate, supervise and evaluate the work of subordinate technical ~~employees~~ staff.

Ability to manage multiple responsibilities concurrently.

Ability to communicate effectively both orally and in writing.

Ability to establish and maintain effective working relationships with co-workers, subordinates, and customers.

~~Ability to exhibit independent judgment and initiative in analyzing data processing systems.~~

~~DESIRABLE TRAINING AND EXPERIENCE~~

~~Graduation from an accredited four-year college or university with major coursework in computer science, business administration, or related field plus considerable supervisory experience in the area of microcomputer installation and support.~~

MINIMUM QUALIFICATIONS

| Graduation from an accredited four-year college or university with major coursework in computer science, business administration, or related field and ~~considerable~~ four (4) years of experience in the use and development of ~~micro~~computer systems plus supervisory experience; or any equivalent combination of training and experience that provides the desirable knowledge, abilities and skills.

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