



COUNTY OF NYE

CLASS TITLE: Client Support Technician

BASIC FUNCTION:

Under general direction of Director of Management Information Systems performs all aspects of personal computer support, including hardware, software, and user assistance.

REPRESENTATIVE DUTIES: *(Performance of these functions is the reason the job exists. Assigned job tasks/duties are not limited to the representative duties).*

1. Provides high quality and timely technical services to users of the Information Systems computer system.
2. Coordinates remote and internal office moves in relation to system access. Facilitates communication to remote offices.
3. Participates in the installation of the County-wide telephone network to include but not limited the installation or removal of voice data sets, the creation, modification or deletion of the voice mailbox and all voice mailbox features.
4. Maintains technical proficiency through continuing education.
5. Installs and configures AS/400 Client Access on personal computers.
6. Performs inventory and maintains records on County computer/network assets and maintains adequate inventory of operating supplies (keyboards, mouse etc).
7. Researches, procures and installs personal computer hardware and software applications.
8. Diagnoses and provides solutions for fixing defective or inadequate software packages; refers major hardware problems to appropriate service personnel for correction.
9. Ensures all personal computers have anti-virus software installed and that they are also routinely updated with the latest anti-virus DAT files.
10. Manages network clients, troubleshoots and fixes network problems, and maintains hardware.
11. Implements approved process improvements.
12. Instructs users in use of equipment, software, and manuals.
13. Provides updates, status, and completion information to supervisor, the service request tracking system, and/or users, via voice mail, e-mail, or in-person communication.
14. May provide training to users, may assist in the maintenance/installation of network cable.

Knowledge, Skills & Abilities:

Knowledge of the principles and practices of a computer systems and peripheral devices needed to operate and monitor systems; General knowledge of database principles, personal computers, and database processing systems; Ability to provide quality control of jobs in order to ensure jobs are run correctly.

EDUCATION AND EXPERIENCE:

Any combination of training, education, and experience that would provide the required knowledge and abilities. A typical way to gain the required knowledge and ability is: graduation from high school or successful completion of a GED or high school proficiency exam, plus up to two years of related formal education beyond high school, AA equivalency, and work experience related to the duties and responsibilities of the class.

LICENSES:

Valid Nevada driver's license. Required licenses and/or necessary to work on assigned equipment, programs and software.

WORK DIRECTION, LEAD AND SUPERVISORY RESPONSIBILITIES:

Not applicable.

CONTACTS:

Supervisors, co-workers, other department personnel, vendors, consultants and judicial network authorities

PHYSICAL EFFORT:

The physical and mental requirements described here are representative of those that must be met by an employee to successfully perform the essential functions of the job.

Duties require sufficient mobility to work in a typical office setting and use standard office equipment including a computer, vision to read printed material and a VDT screen, and hearing and speech to communicate in person or over the telephone. May be required to lift up to 50 lbs frequently.

In compliance with applicable disability laws, reasonable accommodations may be provided for qualified individuals with a disability who require and request such accommodations. Incumbents and individuals who have been offered employment are encouraged to discuss potential accommodations with the employer.

WORKING CONDITIONS:

Work is performed under the following conditions: Generally clean office working environment, with limited exposure to dust, fumes, odors or noise. Video terminal use on a daily basis. May/will work alone at times. May/will be required to drive alone for extended periods of time throughout the County and State. Travel out of town for up to five (5) days at a time may/will be required on occasion.