

COMPUTER TECHNICIAN I – Fiscal Support

DEFINITION:

Under general direction of the Director of Fiscal Services, provides ongoing support for the fiscal and administration departments and related duties as required. Works collaboratively with Coordinator of Technology, technicians, staff and clients.

DUTIES AND RESPONSIBILITIES: (Any one position may not include all of the listed duties, nor do all of the listed examples include all tasks which may be found in positions within this classification):

Computer Operation

Operates financial computer system in cooperation with Systems Technician II; submits and completes scheduled jobs; maintains system and application back-up and documentation. Provides support regarding financial system maintenance on security, workflow, document storage, procedural development, report writing and problem solving. Installs software and updates as needed; troubleshoots and resolves operating problems, checks and routes output, sets up and aligns printers, prepares reports on equipment problems with follow through until resolution, monitors system for operating problems; defines, prints and distributes reports and warrants as needed reconciling for accuracy; maintains and updates system procedures and documentation continuously; prepares system quarterly invoices for clients; transfers funds using documented Direct Deposit procedures; prepares warrant transfers; assists in the evaluation of hardware, software, and new mainframe technology to make purchase recommendations; orders supplies for the computer room; serves as the liaison with vendors; maintains hardware and software inventory, and maintains a clean and organized working environment.

Technical Support

Maintains contact with clients to ensure quality level of support; interacts with users in non-technical, clear terms; contacts vendors to answer user questions and solve problems; maintains central office computers with regards to connectivity to the financial system; works to improve efficiency through communication and procedural development; supports central office hardware and software including Microsoft products, copiers, scanners, etc.; makes referrals as appropriate; provides support as appropriate to assist with any technology project within YCOE; maintains access to technical support agreements; and actively participates as a member of the YCOE technology team.

MINIMUM QUALIFICATIONS

Education and Experience

High school diploma and at least 3 years of experience in the use of computer and information technology resources. Specific knowledge of the particular systems supported is desirable.

Knowledge and Abilities

Principles and operation of computer software, hardware and related peripheral equipment supported by YCOE. Communicate clearly in oral and written form; demonstrate initiative, act independently and resolve problems; ability to learn new software packages and hardware and adapt to changes in technology; establish and maintain cooperative working relationships with clients, co-workers and others contacted in the course of business; comprehend the purpose of designed strategies as a fulfillment of the objects of the technology team; train new users in the use of mainframe software interfaces; prioritize requests and work as a member of a team.

Physical Ability

Position involves light to medium work including walking, standing, stooping, carrying and lifting of medium to heavy weight materials (up to 50 lbs.) and work in small or confined spaces. Requires visual acuity and depth perception, strong arm, hand and finger dexterity and hand, eye coordination. Requires speaking and hearing ability sufficient to hear over phone and carry on routine conversations.

Licenses

Valid California driver's license

11/26/07