THE POSITION

The Computer Support Specialist reports directly to the Business Supervisor and is a member of the Administration Department. This position works in a supportive role to the District's computer users to ensure the proper functioning and continual improvement of computer network, software, hardware and website, and provides technical assistance in the use of computer applications. Standard hours are 8 a.m. to 5 p.m., Monday through Friday.

EXAMPLE OF DUTIES

This is a new position created to meet an ever-increasing need for computer support services. The District has approximately 40 computers currently connected to its internal network and has its own registered domain for e-mails and website. District facilities are located in both Simi Valley and Oak Park. Recent efforts have focused on upgrading old computer hardware and software programs, adding additional users to the network, and implementing a program that will allow area residents to enroll in a recreation class or reserve a facility over the internet ("Class for Windows"). These changes have increased the need for daily support services to keep the network operational, ensure the proper functioning of computer equipment and reduce downtime to allow for maximum productivity of staff. The responsibility of this position will revolve around this concept. Duties of the position may change. Examples include but are not limited to:

- Monitor District's computer network system, including backing up server, maintaining the security of stored information, etc.
- Ensure proper functioning of desktop computers, laptops, printers, scanners, etc.
- Maintain and upgrade District's website (www.rsrpd.org)
- Become the resident expert with Class for Windows
- Distribute and install computer hardware and software
- Serve as the "go-to" person, providing day-to-day technical assistance to troubleshoot and resolve software and hardware issues
- Train staff on new technology and software operations and/or organize training utilizing outside resources as needed
- Attend occasional meetings to assist with presentations, which may include some evenings
- Keep abreast of latest advances in field and update skills; identify technology needs and develop recommendations
- Order computer supplies and equipment and maintain an inventory

EMPLOYMENT STANDARDS

Education: Graduation with Associate's Degree from a two-year college or technical school with area of emphasis in Computer Science, or equivalent experience along with certification.

Experience: The candidate should have knowledge of and experience in supporting: Microsoft Windows XP/2000/NT 4.0, MS Office 2003/XP/2000, McAfee, LAN, new equipment configuration and installation. Proficiency with one or more of the following software programs is preferred: Presentations/Powerpoint, Word, Excel, Dreamweaver, and the District's recreation registration program called Class for Windows.

Abilities: Ability to work with current computer technology, troubleshoot and make repairs, demonstrate good communication and service-oriented skills, work with minimum supervision, adapt to new situations and challenges, work on simultaneous projects and meet deadlines, accept other responsibilities as assigned.

Driver's License: Possess a valid California driver's license and demonstrate a good driving record.

PHYSICAL REQUIREMENTS

It is expected that this position will be sitting 70% of the time or more and require daily climbing of stairs, bending, kneeling or squatting and reaching overhead and it is expected that lifting will be limited to items that weigh 50 pounds or less.

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