

## **OFFICE SYSTEMS TECHNICIAN II**

### **GENERAL DESCRIPTION OF DUTIES**

Under general supervision, the purpose of the position is to provide technical support in the implementation and support of the local and wide area network of the Court Administrator's Office. Employees in this classification are responsible for network support functions to include, but not necessarily limited to, installations, maintenance, and customization of network system applications adding new system users, setting passwords, and help desk support. Incumbents may be assigned to one or more functional areas, depending on the current needs of the division. Essential functions as outlined herein are performed according to area of assignment. Performs related work as directed.

### **SPECIFIC DUTIES AND RESPONSIBILITIES**

#### **ESSENTIAL JOB FUNCTIONS**

Provides for the operational maintenance and service of computer and network systems and peripheral components, i.e., terminals, monitors, printers, print devices, modems, facsimile machines.

Performs diagnostic and troubleshooting for various system hardware and software components.

Responds to help desk requests for network hardware/software systems needs; provides applications training and user support as requested.

Performs testing and diagnosis of hardware, software, and telecommunications faults; provides resolution accordingly.

Performs installations, upgrading, and customization of network operating systems, application software, hardware and associated support services.

Adds users to the local area network with proper security rights and applications privileges.

Updates and prepares inventory reports; includes physical inventory updates of computer equipment.

The list of essential functions, as outlined herein, is intended to be representative of the tasks performed within this classification. It is not necessarily descriptive of any one position in the class. The omission of an essential function does not preclude management from assigning duties not listed herein if such functions are a logical assignment to the position.

Timeliness and attendance are essential functions of this position.

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### **MARGINAL FUNCTIONS**

While the following tasks are necessary for the work of the unit, they are not an essential part of the purpose of this position and may also be performed by other unit members.

Performs related duties as directed.

### **MINIMUM TRAINING AND EXPERIENCE**

Associate's degree with course work in computer science or management information technology; or Vocational/technical training in network systems support for both hardware components and software applications; supplemented by up to two (2) years experience in implementation of modern office systems technologies or related technical work, such as in supporting the help desk function; or an equivalent combination of education, training, and experience.

### **PERFORMANCE APTITUDES**

**Data Utilization:** Requires the ability to review, classify, categorize, prioritize, and/or analyze data and/or information. Includes exercising discretion in determining data classification, and in referencing such analysis to established standards for the purpose of recognizing actual or probable interactive effects and relationships.

**Human Interaction:** Requires the ability to provide guidance, assistance, and/or interpretation to others on how to apply procedures and standards to specific situations.

**Equipment, Machinery, Tools, and Materials Utilization:** Requires the ability to start, stop, operate and monitor the functioning of equipment, machinery, tools, and/or materials requiring complex and/or rapid adjustments.

**Verbal Aptitude:** Requires the ability to utilize a wide variety of reference, descriptive, design, and/or advisory data and information.

**Mathematical Aptitude:** Requires the ability to add, subtract, multiply, and divide; calculate decimals and percentages.

**Functional Reasoning:** Requires ability to apply principles of rational systems. Ability to interpret instructions furnished in written, oral, diagrammatic, or schedule form. Ability to exercise independent judgment to adopt or modify methods and standards to meet variations in assigned objectives.

**Situational Reasoning:** Requires the ability to exercise the judgment, decisiveness and creativity required in situations involving evaluation of information against measurable or verifiable criteria.

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### **ADA COMPLIANCE**

**Physical Ability:** Tasks involve the regular and, at times, sustained performance of moderately physically demanding work, typically involving some combination of climbing and balancing, stooping, kneeling, crouching, and crawling, and that may involve the lifting, carrying, pushing, and/or pulling of moderately heavy objects and materials (20-50 pounds).

**Sensory Requirements:** Some tasks require visual perception and discrimination. Some tasks require oral communications ability.

**Environmental Factors:** Tasks may risk potential exposure to adverse environmental conditions, such as electric currents when installing hardware and peripheral system components.

The Broward County Court Administrator is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the Broward County Court Administrator will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.