

Lake Havasu City, Arizona

Class Description



Title: Computer Operations Specialist
Department: Administrative Services
Division: Information Technology
Grade: GN12

FLSA Status: Non-Exempt
Job Code: 21110
Updated: 7/1/2024
Salary: \$23.44 - \$34.22

General Definition of Work

Performs intermediate technical work troubleshooting, installing, and repairing hardware, software, networking, and peripheral components, providing customer support, maintaining digital files and records, and related work as apparent or assigned. Work is performed under the moderate supervision of the Computer Operations Supervisor.

Essential Functions

The requirements listed below are representative of the knowledge, skill, and/or ability required and are subject to change as needs and job requirements change. Position assignments may vary. Reasonable accommodations may be made to enable an individual with disabilities to perform the essential functions.

Troubleshoots, installs, and repairs hardware, software, networking, and peripheral components; assists users via phone, email/ticketing system, and on-site.

Develops scripts for software and operating system automation, installation, and configuration. Streamlines routine/repetitive tasks for other technicians.

Assists networking team with management of Voice over Internet Protocol (VOIP) system, active directory, access control, and various servers.

Builds system images in a virtual environment for other technicians to use for mass computer deployment.

Manages updates and patching of applications and operating systems for desktop computers.

Research new technologies and potential efficiencies for all other job duties; record current methodology and solutions for the City.

Operates and maintains motor vehicles or other work-related equipment requiring a valid driver's license.

Minimum Qualifications

Associates/Technical in computer science, information technology, or related field and considerable experience in data migration, software integration, and network administration with experience in automation and scripting preferred, or equivalent combination of education and experience.

Special Qualifications

Oracle Certified Cloud Professional preferred.

Must meet and maintain all training and education requirements for the position.

Valid Driver's License of the appropriate class.

Knowledge, Skills & Abilities

General knowledge of Informatics Technology functions; general working knowledge of computer networking and platforms; general knowledge of software design and development and programming principles and languages; general knowledge of Microsoft Windows Operating Systems and Microsoft Office Professional applications; general knowledge of virus and spyware protection tools; general knowledge of software licensing requirements and restrictions; general knowledge in providing technical support to end-users; general knowledge of scripting languages and automation; general knowledge of

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spelling and mathematical computation; general knowledge of the principles of modern office procedures, systems and equipment; general knowledge of the policies, procedures and activities of the department; general knowledge of the records and reports which must be prepared and maintained.

Skill in the use of personal computers, associated software packages, hardware, and peripheral equipment; skill in troubleshooting technical and other computer issues over the telephone and remotely.

Ability to troubleshoot basic hardware and software issues with computers, printers, equipment, standard software applications, and other peripherals, and perform minor repairs or fixes; ability to read, interpret, and apply detailed and technical manuals and verbal/visual instructions, as well as understand documented procedures, flow charts, operating systems, and computer operations concepts; ability to complete work in a timely fashion and initiate proper and acceptable direction for completion of work with minimum of supervision and instruction; ability to communicate effectively in oral and written form; ability to perform and organize work independently; ability to multitask; ability to use strong interpersonal and customer service skills; ability to establish and maintain effective working relationships with associates, supervisors, other departments, vendors, and the general public.

Working Conditions

This work requires the occasional exertion of up to 25 pounds of force; work regularly requires speaking or hearing, using hands to finger, handle or feel and repetitive motions, frequently requires standing, walking and sitting and occasionally requires climbing or balancing, stooping, kneeling, crouching or crawling, reaching with hands and arms and lifting; work has standard vision requirements; vocal communication is required for expressing or exchanging ideas by means of the spoken word and conveying detailed or important instructions to others accurately, loudly or quickly; hearing is required to perceive information at normal spoken word levels and to receive detailed information through oral communications and/or to make fine distinctions in sound; work requires preparing and analyzing written or computer data, visual inspection involving small defects and/or small parts, using of measuring devices and operating motor vehicles or equipment; work has no exposure to environmental conditions; work is generally in a quiet location (e.g. library, private offices).
