

DELAWARE SOLID WASTE AUTHORITY



JOB OVERVIEW

TITLE: COMPUTER SUPPORT TECHNICIAN IV

REPORTS TO: MANAGER OF INFORMATION TECHNOLOGY

JOB CLASS: NON-EXEMPT

LOCATION: STATEWIDE

PURPOSE: The purpose of this position is to perform scheduled general routine maintenance and repair on computer-related systems at all DSWA facilities and provide assistant to the Manager of Computer and Data Support.

JOB DUTIES

ESSENTIAL TASKS:

Essential functions are fundamental, core functions common to all positions in the class series and are not intended to be an exhaustive list of all job duties for any one position in the class. Since class specifications are descriptive and not restrictive, incumbents can complete job duties of similar kind not specifically listed here.

- Cleans, maintains, and repairs computer-related hardware.
- Troubleshoots and repairs simple computer-related problems.
- Rotates scale computer-related systems out on a regular basis.
- Tests recycled computer components for re-use.
- Maintains, upgrades, and services video surveillance camera system.
- Reviews data files to make sure that scale computer data is backed up on the main server.
- Reviews video and data files to help correct discrepancies found in log files.
- Installs software updates and upgrades.

ADDITIONAL DUTIES:

- Must be available 24 hours for emergency situations.
- Performs other duties as assigned.

QUALIFICATIONS

EDUCATION, EXPERIENCE, AND SKILLS:

Requires a high school diploma or equivalent and thirteen (13) years of computer-related repair, testing, and maintenance experience. Must possess a valid state driver's license. Education can be substituted for experience.

Microsoft Certified Professional (MCP) Certification preferred.

Must sign a confidentiality statement.

Knowledge of computer hardware and software. Knowledge of cameras and video surveillance systems. Skill in troubleshooting computer problems. Ability to communicate computer problems and possible solutions. Ability to work independently and in a rapidly changing technical scenario.

Physical Requirements:

This position requires standing, walking, sitting, reaching with hands and arms, stooping, kneeling, crouching, or crawling, talking or hearing.

This position requires lifting up to 100 pounds.

The position requires close vision (clear vision at 20 inches or less). Distance vision (clear vision at 20 feet or more). Color vision (ability to identify and distinguish colors). Depth perception (three-dimensional vision, ability to judge distances and spatial relationships).

Position risks exposure to indoor environment, outdoor environment, noise, extreme temperatures, vibration, moisture and/or humidity, dust, fumes, gases, and electrical hazards.

SIGNATURES

I certify that this description is a true reflection of the major responsibilities, requirements, and duties of this position. This certification is made with the knowledge that the information is to be used for the purposes of selection, classification, appraisal, and compensation.

SUPERVISOR

DATE

I certify that this description is a true reflection of the major responsibilities, requirements, and duties of this position. This certification is made with the knowledge that the information is to be used for the purposes of selection, classification, appraisal, and compensation.

HUMAN RESOURCES

DATE

I have read this description and understand the major responsibilities, requirements, and duties of this position.

EMPLOYEE

DATE

Delaware Solid Waste Authority is an equal opportunity employer committed to achieving excellence and strength through diversity. The Authority seeks a wide range of applicants for its positions so that one of our core values, a qualified and diverse workforce, will be affirmed. Americans with Disabilities Act (ADA) compliance requires the Authority to provide reasonable accommodations to qualified individuals with disabilities. Prospective and current employees are invited to discuss accommodations.