

Title: Computer Technician III	Effective Date: May 11, 2012	Grade: VIII	Job Category: Technician
Prior Title: Computer Operations Supervisor	Prior Effective Date: August 24, 2007	Grade: VIII	Page: 1 of 1

CHARACTERISTICS OF WORK

Under general direction, this position is responsible for ensuring that all network, hardware and software problems are resolved.

EXAMPLES OF WORK

The following examples are intended only as illustrations of various types of work performed. No attempt is made to be exhaustive. Related, similar, or other logical duties are performed as assigned. The Department may require employees to perform functions beyond those contained in job descriptions. The Department may modify job descriptions based on Department needs. The Arkansas State Highway and Transportation Department is an "at will" employer.

- Log and analyze problems to determine sources, such as software, program, tape drive, disk drive, computer, monitor, controller, etc.
- Identify network problems and consult with the senior technical staff on possible resolutions.
- Follow up on problems impeding the utilization of computerized systems.
- Monitor network and hardware errors with vendor supplied tools and report problems that require maintenance to vendors.
- Assist in training of computer users and other technical staff.
- Coordinate with the manager on the schedules to maintain uninterrupted services to our customers.
- Coordinate with the manager and the vendor in the equipment maintenance and management procedures.
- Ensure production and operation procedures are accurate and easily understood.
- Make recommendations for improvements in procedures.

MINIMUM REQUIREMENTS

The educational equivalent to a diploma from an accredited high school, plus three years experience in automated data processing. Advanced training in computer technology. Knowledge and familiarity with the operation, capabilities, and limitation of the Department's hardware and software. Ability to adapt existing procedures to new situations and resolve new problems. Knowledge of computer system error messages and the resolution procedures. Ability to resolve complex issues with hardware and peripheral equipment. Knowledge of Department's procedures for scheduling, running, and monitoring data processing production. Ability to outline and instruct new procedures for the continuous operation of the Department.

("Accredited" means the educational institution or program is accredited by an accrediting organization recognized either by the United States Department of Education or by the Council for Higher Education Accreditation)