

Benchmark Title**COMPUTER TECHNICAL SUPPORT SPECIALIST****Job Summary**

Provides computer technical support services to staff and client users. Ensures that the organization's computer workstations are maintained in proper operating condition and configurations.

Key Duties and Responsibilities

1. Provides training and user support to staff and clients in the use of computer software and hardware programs by performing duties such as diagnosing and resolving problems, demonstrating and explaining program functions and providing suggestions on work methods.
2. Ensures that computer workstations are in proper operating condition by performing duties such as re-installing and un-installing computer software programs, removing unnecessary files and folders, and re-configuring hardware and software.
3. Investigates computer hardware problems reported by users; applies routine corrective measures such as restoring default hardware configurations and re-connecting system components such as external hard drives, printers and communication hubs.
4. Performs routine computer software maintenance tasks such as installing software and patches, updating anti-virus programs and scanning computers for viruses.
5. Conducts data backup and/or restoration as required in accordance with established procedures.
6. Monitors the LAN, network connections and other network services such as email and internet to ensure that they are operational.
7. Reports any major computer software and hardware problems to the supervisor and recommends repairs.
8. Maintains an inventory of computer hardware and software.
9. Maintains related records as required.
10. Performs other related duties as required.

Qualifications*Education and Knowledge*

A diploma in a field related to information technology or computer science.

Training and Experience

Two (2) years recent related experience.

Or an equivalent combination of education, training and experience.

COMMUNITY SOCIAL SERVICES JOB EVALUATION PLAN RATING RATIONALE

BENCHMARK TITLE: Computer Technical Support Specialist

FACTOR	REASON FOR CLASSIFICATION	DEGREE	POINTS
1	Education and Knowledge – Requires Grade 12 plus a two year diploma program in areas such as Information Technology or Computer Science	4	75
2	Training and Experience – Requires 2 years recent related experience	4	100
3	Physical Demands – Sometimes uses keyboard to investigate computer problems, install software and re-configure computer workstations	3	21
4	Concentration – Often focuses on computer screen to check computer software and hardware conditions, work requires a high degree of mental demands to adapt to a variety of tasks	5	42
5	Independence – Work is guided by general procedures to complete assignments such as ensuring the proper operation of the Local Area Network (LAN)	4	57
6	Judgement – Assesses readily available information on software/hardware problems and resolves them using a combination of accepted techniques	4	57
7	Leadership/Supervision – Supports and trains staff in the use of computer software/hardware	2	40
8	Accountability – Errors in computer configurations are detected after the fact and may result in moderate loss of time to correct; may affect the operation of other programs	4	57
9	Communication – Provides computer hardware and software support and training to clients and staff	4	57
10	Care of Individuals – Little or no responsibility	1	10
11	Environment/Working Conditions – Often works to deadlines, under pressure to restore computers to operating condition	4	33
Total Points			549