COMPUTER ANALYST I

DEFINITION

Under general direction, maintain and support computer applications and networks; provide assistance and training to users and Technology Assistants; manage security on PC's; provide telephone help support; and perform related duties as required.

EXAMPLES OF DUTIES

Establish, review and evaluate documentation; monitor and maintain performance of computer applications and programs; provide network support on current network protocols; monitor and maintain systems security; install and update network server and computer workstations and mobile devices; create, organize and distribute computer images; and software packages; provide telephone support for numerous programs and procedures; analyze current and proposed computer modifications and upgrades; operate computer and related peripheral equipment as required; maintain workstation hard drives, and printers; diagnose and resolve workstation software problems; troubleshoot network related issues such as switches, routers, wireless, radius authentication, and internet filtering support; conduct training sessions, coordinate with technicians in providing workstation support; design, write and/or modify computer software codes; write and prepare lessons for training classes for both teachers and aides; run diagnostic procedures for locating software problems; maintain inventories; travel to and from various sites while working independently and maintaining a daily log of work load; participate as a team player with other members of the technology staff; attend and provide input for weekly technology meetings; and perform related work as required. Assist with video conferencing: assist in the setup and maintenance of servers and centralized management systems with guidance from the Computer Analyst II.

QUALIFICATIONS

Knowledge of
Principles and practices of computer systems and network communications; various operating systems and software utilities; methods and techniques of training; capabilities and limitations of computer and peripheral equipment; cable requirements and interface technology.

Ability to
Make sound judgments related to computer usage and applications; analyze and solve problems for effective network utilization; operate computers and write scripts and programs; read, interpret and apply technical manuals and documents; travel from site to site; work independently using sound judgments and prioritizing skills; establish and maintain cooperative working relationships. Assist Technology Coordinators, lab aides and Technology Assistants.

Experience
>Three years experience in PC troubleshooting; one year experience with network protocols.

Education
>Any combination equivalent to an Associate of Arts Degree in computer technology or related field. Technology emphasis desirable.

Physical Performance Requirements
>Considerable standing, walking or sitting much of the time with some bending, stooping, squatting and twisting. Lifting often involved. Weight of materials will vary, with employees regularly lifting and maneuvering 20 to 30 pounds.

Licenses
>Possession of a valid and appropriate California Driver's License, required.

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