



COMPUTER SUPPORT ADMINISTRATOR

JC: 000064

PG: S05

FLSA: Non-Exempt

BU: 4 (SEIU)

Created: October 2011

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

DEFINITION

Under general direction, provides basic help desk technical support to District staff on all company-supported applications utilizing multiple Local Area Networks (LANs) or first level computer systems operational support for multiple, distinctive computers software. Assists staff with troubleshooting computer problems, determine source and advise on appropriate action. Complete application project-based work as assigned.

CLASS CHARACTERISTICS

The Computer Support Administrator is responsible for providing first level computer system operational help desk support of the Novell Attachmate products and/or Microsoft products for the San Francisco Bay Area Rapid Transit District (BART). The work involves substantial contact with user department staff to ascertain system needs and provide user assistance. Computer Support Administrator assignments are generally limited in scope and are set within procedural frameworks established by higher level positions, within the Information Technology Department, for the purpose of providing direct end user help desk support in network access/use and standard office automation software as required.

EXAMPLES OF DUTIES – *Duties may include, but are not limited to, the following:*

1. Provide help desk technical and operational support and maintenance for computers and networks; assist in network upgrades; provide technical support to department programs and staff in the use and interpretation of databases; assign logons and rights, print queues and directory structures; reset passwords; create departmental groups.
2. Assists with security of computer-related equipment for the protection of end user data integrity; assist with Asset Inventory & Utilization Database of all computer-related equipment.
3. Perform Help Desk functions for routine issues including problem tracking, analysis, and resolution.
4. Monitors and operates computer and telecommunications systems, including data lines, terminals and printers; troubleshoot hardware/software problems; may coordinate with vendors for equipment repair.

Computer Support Administrator

Page 2

5. Monitors the daily operations of the network; Assists with the installation and configuring server hardware, workstations and various peripherals; assists with the installation of computer software applications.
6. Maintains network resource location lists (Printer Locations/Corresponding Queues, Network Drive Locations and Uses, etc.).
7. Assists with the troubleshooting and resolving Administrative network problems including network communications routing, data access, printing and general administrative application areas.
8. Perform related duties as assigned.

QUALIFICATIONS:

Knowledge of:

On-site broad based user technical, operational, programming and analytical problem solving support
Data processing methods
Personal computer applications
Database and spreadsheet concepts.

Working knowledge of the following hardware:

LAN Servers
LAN Backup Tape Units
Routers and Switches
19" Equipment Racks and UPS
Ethernet Adapters
Network Management Tools
Laptop PCs
LAN Attached printers
Desktop PCs

Working knowledge of the following software:

Novell Suite Products
Windows 9. x or greater
MS-DOS
Lotus Notes
Microsoft Office Professional Software
Installation of Device and Printer Drivers
Various Network Management Software

Skill in:

Use logic and analysis to solve systems problems
Classify, compute and tabulate data and information following a prescribed plan requiring exercise of some judgment
Read and understand documented instructions, professional journals and literature
Prioritize competing requests for service
Communicate effectively orally and in writing

Computer Support Administrator

Page 3

OTHER REQUIREMENTS:

May be required to work overtime or off-hours.

MINIMUM REQUIREMENTS

Education:

An Associate degree in Computer Science, Information Systems or a closely related field.

Experience:

Two (2) years of (full-time equivalent) verifiable experience in network administration, network management and/or help desk support, which includes experience in end-user interface.

Substitution:

Additional experience as outlined above may be substituted for the education on a year-for-year basis. An Associate degree is preferred.

WORKING CONDITIONS

Environmental Conditions:

Office environment; exposure to computers and VDT exposure.

Physical Conditions:

May require maintaining physical condition necessary for sitting or standing for prolonged periods of time.

BART EEO-1 Job Group: 3500 – Professionals
Census Code: 1050 – Computer Support Specialist
Safety Sensitive: No