STATE’S MINIMUM QUALIFICATIONS:

Education/experience requirements:
- The formal education equivalent of a bachelor’s degree in computer science, computer applications, mathematics, or a related field.
- Two years of experience in computer support operations.
  OR
- Completion of technical training in computer science, data processing, or a related field acquired from a vocational, military, or industrial setting.
- Two years of experience in computer support operations.

Knowledge of:
- The limitations and use of mainframe and microcomputer hardware and software.

Ability to:
- Analyze computer system problems or errors and devise corrective measures.
- Write moderately complex applications to fulfill requirements or select appropriate off-the-shelf software and modify to suit the agency or institution.
- Read and interpret technical literature and evaluate product acceptability and/or quality.
- Manage disk space for micro, mini, or personal computer systems to ensure effective utilization of data, space, and equipment.
- Code, test, and debug computer programs and write program documentation.

Job Duties:
- Test, maintain, and monitor computer applications and hardware.
- Provide excellent technical support to end users.
- Coordinate the installation and deployment of computer applications and hardware.
- Maintain and troubleshoot the data and voice networks, including switches and firewalls.
- Provide excellent customer service in a timely manner.

Preferred Qualifications:
- Ability to lift a minimum of 50 pounds.
- Ability to climb a ladder and run cabling through ceilings and walls.
• Strong knowledge of Microsoft Windows 10 and Microsoft Server 2012/2016 Administration.
• Strong knowledge of data networking.
• Knowledge of Microsoft SQL server.
• Knowledge of DocStar document manager.
• Knowledge of Sonic Walls firewalls.
• Knowledge of object-oriented programming languages, client and server applications and development processes.
• Knowledge of computer systems, maintenance, and updating of hardware and software.
• Ability to customize and update computer systems as required by the needs of the department.
• Basic understanding of cyber security fundamentals.