



*COUNTY of CUMBERLAND*  
**JOB VACANCY ANNOUNCEMENT**

POSTED: MARCH 10, 2010

<i>POSITION TITLE</i>	<i>TYPE APPOINTMENT</i>	<i>SALARY</i>	<i>GRADE</i>
<b>COMPUTING SUPPORT TECHNICIAN II</b>	<b>FULL TIME</b>	<b>\$30,805</b>	<b>63</b>
<i>DEPARTMENT/LOCATION</i>	<i>POSITION NUMBER</i>	<i>CLOSING DATE</i>	
<b>LIBRARY</b>	<b>LIB0021</b>	<b>OPEN RECRUITMENT</b>	

**MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS:**

Two year degree in computer science or related field and one year experience in pc and mini computer repair to include technical support and customer training on various hardware and software applications and demonstrated knowledge of word processing, spreadsheet and database programs; or three years experience in pc and mini computer applications to include technical support and customer training on hardware and software applications and demonstrated knowledge of word processing, spreadsheet and database programs; or an equivalent combination of education and experience. Experience can be substituted for education on a year for year basis.

**HOW TO APPLY:**

Applications may be picked up and turned in to County Human Resources, Cumberland County Courthouse, Room 14, P.O Box 1829, Fayetteville, NC 28302-1829. Applications must be received in this office by 5:00 pm on the application closing date. Open recruitment positions may be closed at any time without notice. Resumes may be attached to applications; however, resumes ***will not*** be accepted in lieu of a completed application.

**CONDITIONS OF EMPLOYMENT:**

Must have access to transportation and maintain a valid N. C. Driver's License with an acceptable driving record, or obtain and present a valid N. C. Driver's License to the Library's Personnel Administrative Assistant for verification within 30 days of employment. Background check by law enforcement required. Negative drug test required.

**GENERAL POSITION DESCRIPTION AND DUTIES:**

An employee in this position provides technical assistance to library departments and employees regarding personal computers, software programs and ancillary and peripheral equipment. Ability to demonstrate hardware and software operation and effective communications skills are needed. Work is performed under the supervision of the Computing Consultant III and is evaluated by observation of overall implementation of assigned duties. Diagnoses, isolates and repairs hardware and software problems as they relate to data communications, microcomputers, printers, computer terminals and peripherals utilizing diagnostic software, and logical troubleshooting procedures. Acts as liaison between library and manufacturers' representatives for hardware and software information for pc's and minicomputer systems; maintains information about equipment and installation; identifies software uses and recommends packages or other approaches as assigned. Works with Computing Consultant III to consult with staff regarding micro and mini computer applications; helps research data needs and useable equipment and software; assists in preparing recommendations regarding the most effective and efficient applications. Maintains up-to-date knowledge of new hardware and software products, LANs, data security, emulation devices, printers and related pc and mini equipment. Installs new micro computer equipment; loads software, links peripheral equipment and tests configuration; provides training for users in hardware; (e.g., when new equipment arrives hooks up pc, links printer, installs software, provides demonstrations to user). Provides user departments with documentation, procedures and development support for micro, network, link or related applications as directed by the Computing Consultant III; prepares various reports and recommendations as necessary and directed. Provides clerical and technical support; maintains software and training information files as well as documentation of various materials and approaches. Observes and reports equipment performance deficiencies, coordinates repairs, and suggests alternative hardware devices. Maintains an up to date inventory of equipment and software including type, brand, location, etc. Performs other related duties as required or assigned.

**KNOWLEDGE OF WORK PERFORMANCE INDICATORS:**

Knowledge of equipment and software for personal computers, minicomputers, LANs and peripherals. Working knowledge of DOS, Windows, LANS, word processing software and spreadsheet software. Working knowledge of languages used in micro computer and mini computer applications and of PC/Mainframe links. Ability to coordinate work with other departments. General knowledge of networking techniques and practices. Ability to provide demonstrations and training sessions which increase participants' knowledge and ability to use pc and mini software and hardware. Ability to follow complex oral and written instructions and to prepare clear and concise instructions and summaries of materials. Ability to establish and maintain effective working relationships with co-workers, employees, business and public officials, and the general public. Ability to exercise sound judgment and discretion in performance of job duties and to analyze problems and recommend practical solutions. Ability to operate effectively without close supervision. Ability to lift and push moderate weight (e.g. 40 pounds of equipment, materials and supplies).

**THE COUNTY OF CUMBERLAND HIRES ONLY UNITED STATES CITIZENS AND LAWFULLY AUTHORIZED ALIENS WHO ARE IN COMPLIANCE WITH THE IMMIGRATION REFORM AND CONTROL ACT OF NOVEMBER 6, 1986.**

CURRENT VACANCIES ARE ALSO LISTED ON OUR 24-HOUR JOB SERVICE LINE AT 678-7657 AND ON OUR WEBSITE – [www.co.cumberland.nc.us](http://www.co.cumberland.nc.us)

***AN EQUAL OPPORTUNITY EMPLOYER.***