

# Microcomputer Support Specialist

## Position Details

Class Code: 1445

Job Family: Information Systems

Classification: Support Professional

Terms of Employment: [Pay Grade 52 on the Support Professional Salary Schedule](#)

FLSA STATUS: NON-EXEMPT

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## Position Summary

Under general supervision, interfaces microcomputers with peripheral devices, writes programs for microcomputers, designs and implements local area networks (LANs), and provides microcomputer systems support for users.

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## Essential Duties and Responsibilities

This list of Essential Duties and Responsibilities is not exhaustive and may be supplemented.

1. Assists users with microcomputer systems/software and interpreting computer products information.
2. Installs vendor-provided software, application menus, hard disks, and tape backup units.
3. Designs and installs LANs.
4. Interfaces peripheral devices (printers, compact disc-read-only memory (CD-ROM), laser disc players, and other technology devices) with microcomputers.
5. Writes, debugs, and maintains microcomputer applications, including communication and utility programs.
6. Identifies microcomputer software, hardware, and communications problems that arise.
7. Configures/reconfigures hardware and software to match environment.

8. May recommend new and/or revised procedures and computer products for classroom use.
  9. Conforms to safety standards, as prescribed.
  10. Performs other tasks related to the position, as assigned.
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## **Distinguishing Characteristics**

Involves working knowledge of International Business Machines (IBM), Microsoft Disk Operating System (MS-DOS) machines, and Apple Macintosh microcomputers and networks including multimedia peripherals.

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## **Knowledge, Skills, and Abilities (Position Expectations)**

1. Knowledge of computer source documents, printed products, and operations.
  2. Knowledge of Beginners' All-purpose Symbolic Instruction Code (BASIC) and PASCAL or C programming languages.
  3. Knowledge of IBM (MS-DOS), IBM compatible, and Macintosh microcomputer systems.
  4. Knowledge of microcomputer software packages (Lotus, Professional Write, Professional File, Professional Plan, Smartware II, WordPerfect, PageMaker, Microsoft Works, and Microsoft Word).
  5. Ability to work independently, establish priorities, meet deadlines, and handle pressure.
  6. Ability to read and interpret complex materials.
  7. Ability to assist individuals in the use and interpretation of computer products.
  8. Ability to effectively communicate with users and mainframe specialists.
  9. Ability to effectively communicate with mainframe specialists.
  10. Ability to relate well with administrators, employees, and the public.
  11. Ability to recognize and report hazards and apply safe work methods.
  12. Possess physical and mental stamina commensurate with the responsibilities of the position.
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# Position Requirements

## Education, Training, and Experience

1. High school graduation or other equivalent, (General Educational Development (GED), foreign equivalency, etc).
2. One (1) year of college including courses in computer programming, or equivalent experience.
3. Two (2) years' experience in microcomputer support including the specification and implementation of microcomputer hardware and software, small-scale networking, programming experience in BASIC, PASCAL, or C, and providing end-user support.

## Licenses and Certifications

1. A valid driver's license that allows the applicant/employee to legally operate a motor vehicle in Nevada. License must be maintained for the duration of the assignment.
2. Current driving history (dated within six (6) months from the date printed) issued by the Department of Motor Vehicles (DMV) at the time of application or Qualified Selection Pool (QSP) placement and at the time of interview prior to final selection.
3. Safe driving record. Safe driving record must be maintained for the duration of the assignment.

## Preferred Qualifications

None specified.

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## Document(s) Required at Time of Application

1. High school transcript or other equivalent, (GED, foreign equivalency, etc.).
  2. College transcript(s) from an accredited college, university, or trade school, if applicable.
  3. Copy of a valid driver's license that allows the applicant/employee to legally operate a motor vehicle in Nevada.
  4. Copy of current driving history (dated within six (6) months from the date printed) issued by the DMV.
  5. Safe driving record.
  6. Specific documented evidence of training and experience to satisfy qualifications.
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## Examples of Assigned Work Areas

Clark County School District (CCSD) Information Systems Division, other divisions/departments throughout CCSD, and travel to and from schools and other CCSD office settings.

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## Work Environment

### Strength

Sedentary to medium - exert force up to 25-50 lbs., occasionally; 10-25 lbs., frequently; up to 10 lbs., constantly.

### Physical Demand

Occasional climbing and crawling. Frequent sitting, standing, walking, pushing, pulling, stooping, kneeling, crouching, reaching, handling, repetitive fine motor activities, talking, and hearing. Mobility to work in a typical office setting and use standard office equipment. Stamina to remain seated and maintain concentration for an extended period of time. Hearing and speech to communicate in person, via video conference and computers, or over the telephone. Vision: Frequent near acuity, occasional far acuity and color vision. Vision to read printed and online materials, Video Display Terminal (VDT) screens, or other monitoring devices.

### Environmental Conditions

Climate-controlled office setting and exposure to weather with temperatures ranging from mild/moderate to extreme cold/heat. Exposure to noise levels ranging from moderate to loud for occasional to frequent time periods.

### Hazards

Furniture, playground/office equipment, communicable diseases, chemicals and fumes (as related to specific assignment), and power/hand-operated equipment and machinery (as related to specific assignment).

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## Examples of Equipment/Supplies Used to Perform Tasks

Various computers, printers, modems, telephones, fax machines, optical time delay reflect-o-meter, drills, punch-down tools, digital multi-meters, laser communication

devices, data system and communications test equipment, and hand/power tools used in the installation and repair of communication systems.

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### **AA/EOE Statement**

The Clark County School District is proud to be an equal opportunity employer. The Clark County School District is committed to providing all applicants and employees equal employment opportunities without regard to race, color, religion, sex, gender identity or expression, sexual orientation, national origin, genetics, disability, age, military status, or other characteristics protected by applicable law. Here at Clark County School District, we are a diverse group of people who honor the differences that drive innovative solutions to meet the needs of our students and employees. We believe that through a culture of inclusivity, we have the power to reflect the community we serve.

### **Job Revision Information**

- Revised: 04/17/24
- Created: 12/15/08