



DEPARTMENT OF SOCIAL SERVICES
P.O. Box 2429 • Fayetteville, North Carolina 28302-2429
(910) 323-1540 • Fax (910) 677-2232

****REPOSTING****

July 19, 2010

POSITION # : 151-22-279

CLOSING DATE: OPEN UNTIL FILLED

**TYPE OF VACANCY: COMPUTER SYSTEMS ADMINISTRATOR I
INFORMATION SERVICES/BUSINESS OPERATIONS**

SALARY GRADE: 68

ANNUAL SALARY: \$38,734

CONDITIONS OF EMPLOYMENT: (The selected applicant will be subject to the following conditions prior to appointment). Failure to complete or fulfill these conditions may result in dismissal. Each applicant who is tendered an offer for employment for any position with Cumberland County shall be tested for the use of drugs specified in the County policy. Refusal to submit to testing or a confirmed positive test shall be a basis for withdrawal of the conditional employment offer. Law enforcement background check is required. Has or is able to obtain a valid North Carolina Drivers License.

PREFERRED EDUCATION AND EXPERIENCE: Graduation from a four-year accredited college or university with a major in computer science, computer programming or a related field and two years of experience in all aspects of personal computer technical support, and networking methodologies; or an equivalent combination of training and experience. Experience in computer applications, technical support, computer programming, user training on hardware and software applications, communication equipment, and help desk support. Training in local area networks to include cabling, hardware requirements, and configurations.

MINIMUM EDUCATION & EXPERIENCE REQUIRED: Graduation from high school and two years of experience in the administration of a computer system similar to the one to be supported; or an equivalent combination of training and experience.

KNOWLEDGES, SKILLS, AND ABILITIES: Knowledge of Windows Servers and their operating systems and capabilities, laptop and desktop computers, switches, network printers, desktop printers, and scanners. Knowledge of personal computer network equipment configurations, emulation devices and software, and other communication equipment. Thorough knowledge of LAN and WAN protocols. Knowledge of protocols involved in configuration of clients for a Windows domain. This includes configuration of IP address,

...partnering with families and the neighborhoods where they live to plan and provide early help to vulnerable families....

default gateway, DNS server, logon validation, WINS configuration and network name. Knowledge of techniques required to make and test category 5, 5e, & 6 cables. Ability to connect PCs, network printers, switches and hubs to a LAN using these cables. Knowledge of Internet connectivity software and TCP/IP. Knowledge of manufacturer's software capabilities. Software includes Windows 2003 Server, Windows 2003 Server Web Ed., SQL Server, Microsoft products such as word processing, spreadsheet, database, and networking software to include Word, Excel, PowerPoint, Access and Outlook. Knowledge of programming languages used in Windows applications which will allow for the modification or creation of programs and systems to efficiently and effectively meet the needs of the users. Ability to provide demonstrations and training sessions which increases the participants' knowledge and ability to use PC 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, and the general public.

DUTIES: Troubleshoots and resolves hardware and software problems for Windows Servers, switches, network printers, desktop printers, scanners, laptop and desktop computers varying in make, model, operating systems and software packages, including various types of equipment at other sites. Problem resolution to include arranging for or performing repairs to the equipment, making recommendations on replacement of equipment and software, and documentation of problems and resolutions for analysis. If necessary, prepares computer programs, including the preparation of field descriptions, relational and block diagrams, and detailed analysis and program documentation. In addition, this position prepares tests to prove the accuracy and to identify the results of the written program. This de-bugging process relates to both new and existing computer programs. Performs routine system configurations, error message resolutions, daily backups and report printing, data line problem resolution, and coordination of repairs and new upgrades for Servers. Performs daily maintenance of servers, user accounts, email accounts and email list services. Service includes virus detection and removal from computer systems. Monitors server based virus software for potential threats. Tracks all machines infected by viruses and all machines that may have come into contact with the infected machine and maintains a detailed log of all virus infections and resolutions. Searches the Internet for remedies to specific computer related issues (primarily device drivers).

APPLICATION: All agency employees should contact SHARON YOUNG, at Ext. 2590, or sharonyoung@ccdssnc.com OR CANDACE TYLER, at Ext. 2604, or candacetyler@ccdssnc.com All other applicants should mail a State Application (PD 107) with attached *applicable transcripts from an appropriately accredited college or university* to Cumberland County Department of Social Services, P. O. Box 2429, Fayetteville, NC 28302. **Applications must be received in this office by 5:00 PM (or if mailed, post marked) on the application closing date listed on this announcement.** *All applicants will be considered, but not necessarily interviewed.*

*Applications can be downloaded at
http://www.co.cumberland.nc.us/human_resources/job_vacancies/dss.aspx
and can also be located on the 1st floor of our agency.*

FAXED AND E-MAILED APPLICATIONS ARE NOT ACCEPTABLE.

Appointment to position within the Cumberland County Department of Social Services shall be made without regard to race, sex, age, religious preference, political affiliation, or handicapping condition.

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

CCDSS IS AN EQUAL OPPORTUNITY EMPLOYER

PLEASE INDICATE THE POSITION NUMBER(S) WHEN APPLYING.