

# **RUTHERFORD COUNTY, TENNESSEE**

## **CLASSIFICATION SPECIFICATION**

**CLASSIFICATION TITLE: ASSESSORS TECHNICAL SUPPORT SPECIALIST**

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### **PURPOSE OF CLASSIFICATION**

The purpose of this classification is to perform technical/administrative work associated with managing the department's computer system. Duties and responsibilities include operating computer hardware and software, performing minor computer maintenance and repairs, learning new software applications and educating co-workers, installing and/or setting up hardware configurations, processing computer data, and preparing reports. Responsibilities also include providing technical assistance to computer system users, providing customer service, processing documentation, maintaining records, and performing other tasks as assigned. Reports to Assessor.

### **ESSENTIAL FUNCTIONS**

**The following duties are normal for this position. The omission of specific statements of the duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this classification. Other duties may be required and assigned.**

Oversees daily operations and maintenance of departmental computer hardware and software systems; installs and/or sets up hardware configurations; monitors the system for equipment failure or errors in performance; troubleshoots computer problems and performs minor computer repairs; modifies existing databases and database management systems; evaluates need for and recommends upgrades; maintains and updates the Real Ware database.

Prepares evaluations of software or hardware; reviews procedures in database managements system manuals for making changes to database; recommends improvements or upgrades; refers major hardware or software problems or defective products to vendors or technicians for service.

Approves, schedules, plans, and supervises the installation and testing of new products and improvements to computer systems, such as the installation of new databases.

Provides database and administrative support to personnel in the Property Assessors Office; sets up equipment for employee use; sets up user accounts; regulates and monitors file access to ensure confidentiality and proper use; ensures proper installation of appropriate software; answers questions and troubleshoots technical difficulties related to the database, workstations, software, hardware, and passwords.

Maintains appropriate procedures, processes and policies that efficiently enhance data integrity, including maintaining system security rights and accessibility through user accounts.

Manages the Real Ware database of approximately 100,000 records to ensure that the database is updated and that all tables are accurate; designs and runs queries to scan and identify duplicate records to be cleaned up or deleted in the database; performs daily backup and recovery for both the production server and test data server.

Develops database queries and reports that will provide information as required by the Property Assessors Office in the appraisal, statistical, sales and assessment data for office use and reporting statistics to the Tennessee State Comptrollers Office; creates daily, monthly, and annual reports to identify errors in the Real Ware database.

Develops and implements policies to guide data entry; ensures that the database effectively captures information and generates accurate appraisal and statistical reports.

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Maintains a structure within the database to identify specific segments of data for various sales analysis using SPSS for statistical purposes; generates tabulated reports, charts, and plots of distributions and trends, descriptive statistics and complex statistical analyses; develops models to define market values for neighborhoods; develops sales ratios, including weighted mean, standard deviation, coefficient of dispersion, coefficient of variation, and standard percentage to be reported to State Office annually.

Operates a computer to enter, retrieve, review or modify data; verifies accuracy of entered data and makes corrections; performs basic maintenance of computer system and office equipment, such as backing up data or replacing paper, ink, or toner; utilizes word processing, database, report processing, or other computer programs; learns new software applications and procedures; coordinates service/repair activities with outside vendors as needed.

Transfers data from departmental systems to Colorado Customware Inc. using state-wide computer system; generates daily reports; receives and transmits e-mail messages.

Works as part of a project team to coordinate database development and determine project scope and limitations.

Assesses the usefulness of pre-developed application packages and adapts the to a user environment.

Assists programmers and system analysts in testing and debugging new programs; tests programs or databases; corrects errors and makes necessary modifications.

Provides training to staff members in operation of computer systems and software programs; provides users with assistance solving computer related problems, such as malfunctions and program problems; answers users' inquires regarding computer software and hardware operation to resolve problems; develops training materials and procedures.

Implements security measures to safeguard computer databases.

Confers with staff, users, and management to establish requirements for new systems or modifications.

Maintains daily record of data communication transactions, problems, and remedial action taken.

Performs customer service functions in person, by telephone, and by mail; provides assistance and information related to computer operations and related activities, procedures, documentation, timetables, or other issues; responds to routine questions or complaints; initiates problem resolution.

Prepares or completes various forms, reports, correspondence, lists, labels, or other documents.

Receives various forms, reports, correspondence, user manuals, procedures, regulations, manuals, reference materials, or other documentation; reviews, completes, processes, forwards or retains as appropriate.

Performs various clerical tasks, which may include typing documents, making copies, sending/receiving faxes, distributing or opening incoming mail, processing outgoing mail, filing documentation, or maintaining departmental file system.

Answers telephone calls and greets visitors; ascertains nature of business; provides information and assistance; directs callers/visitors to appropriate personnel; records/relays messages; retrieves messages from voice mail; initiates and returns calls as necessary.

Acts as liaison between department staff and computer support representatives in matters relating to hardware and software systems; acts as a liaison with the Office of Information Technology on issues relating to the network, oracle database, servers, email internet and other system problems.

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Communicates with supervisor, employees, other departments, technicians, vendors, and other individuals as needed to coordinate work activities, review status of work, exchange information, or resolve problems.

Maintains a comprehensive, current knowledge of departmental procedures, and other applicable laws or guidelines; maintains an awareness of new technologies, software programs, trends, and advances in the profession; reads professional literature; attends workshops and training sessions as appropriate.

### **ADDITIONAL FUNCTIONS**

Provides assistance to other employees or departments as needed.

Performs other related duties as required.

### **MINIMUM QUALIFICATIONS**

Vocational/Technical degree with training emphasis in information systems or computer operations; supplemented by one (1) year previous experience and/or training involving computer system operations, computer maintenance and repair, database management, office administration, and customer service. In-depth knowledge and working experience with Microsoft Access is required. In addition knowledge and skills working with Microsoft Excel and SPSS is preferred; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job. Must possess and maintain a valid Tennessee driver's license.

### **PERFORMANCE APTITUDES**

**Data Utilization:** Requires the ability to review, classify, categorize, prioritize, and/or analyze data. Includes exercising discretion in determining data classification, and in referencing such analysis to established standards for the purpose of recognizing actual or probable interactive effects and relationships.

**Human Interaction:** Requires the ability to provide guidance, assistance, and/or interpretation to others regarding the application of procedures and standards to specific situations.

**Equipment, Machinery, Tools, and Materials Utilization:** Requires the ability to operate, maneuver and/or control the actions of equipment, machinery, tools, and/or materials used in performing essential functions.

**Verbal Aptitude:** Requires the ability to utilize a wide variety of reference, descriptive, advisory and/or design data and information.

**Mathematical Aptitude:** Requires the ability to perform addition, subtraction, multiplication, and division; the ability to calculate decimals and percentages; the ability to utilize principles of fractions; and the ability to interpret graphs.

**Functional Reasoning:** Requires the ability to apply principles of rational systems; to interpret instructions furnished in written, oral, diagrammatic, or schedule form; and to exercise independent judgment to adopt or modify methods and standards to meet variations in assigned objectives.

**Situational Reasoning:** Requires the ability to exercise judgment, decisiveness and creativity in situations involving evaluation of information against measurable or verifiable criteria.

## ADA COMPLIANCE/PHYSICAL DEMANDS ANALYSIS

**Physical Ability:** Tasks require the ability to exert moderate, though not constant physical effort, typically involving some combination of climbing and balancing, stooping, kneeling, crouching, and crawling, and which may involve some lifting, carrying, pushing and/or pulling of objects and materials of moderate weight (20-50 pounds).

**Sensory Requirements:** Some tasks require the ability to perceive and discriminate depth and visual cues or signals. Some tasks require the ability to communicate orally.

**Environmental Factors:** Performance of essential functions may require exposure to adverse environmental conditions, such as machinery or electric currents.

### PHYSICAL DEMANDS ANALYSIS

**1. STANDING AND WALKING**

Estimated Total Hours:   5   Maximum Continuous Time:   4  

**2. SITTING**

Estimated Total Hours:   3   Maximum Continuous Time:   2  

**3. LIFTING/CARRYING**

Objects:

| Weight     | Hourly | Daily | Weekly | Monthly | Never |
|------------|--------|-------|--------|---------|-------|
| <10 lbs    |        |       | X      |         |       |
| 11-25 lbs  |        |       | X      |         |       |
| 26-50 lbs  |        |       | X      |         |       |
| 51-75 lbs  |        |       |        | X       |       |
| 76-100 lbs |        |       |        |         | X     |
| >100 lbs   |        |       |        |         | X     |

**4. PUSHING/PULLING**

Objects: office supplies

Height of hands above floor during push: 6 feet

**5. BENDING/SQUATTING/KNEELING**

Tasks: computer repair/ installation, printer/copier maintenance

Frequency: weekly

**6. REACHING**

Tasks: office supplies

Hands Used: RIGHT    LEFT    BOTH X

| Distance | Direction  | Frequency | Duration | Avg. Weight |
|----------|------------|-----------|----------|-------------|
| 0-20"    | Up or down | Daily     | 1 minute | < 10 lbs    |
| 21-36"   |            |           |          |             |

**7. WORK CONDITIONS**

| Exposure to                   | Yes | No |
|-------------------------------|-----|----|
| Hot Temperatures              | X   |    |
| Cold Temperatures             | X   |    |
| Sudden Changes in Temperature | X   |    |
| Noise                         | X   |    |
| Fumes                         |     | X  |
| Cramped Quarters              | X   |    |
| Cold Surfaces                 |     | X  |
| Hot Surfaces                  |     | X  |
| Sharp Edges                   | X   |    |
| Vibration                     | X   |    |
| Fluorescent Lighting          | X   |    |
| Computer Monitor Screen Glare | X   |    |

|                 |                     |
|-----------------|---------------------|
| Inside Building | <u>80</u> % of time |
| Outside         | <u>20</u> % of time |

**8. OTHER JOB DEMANDS**

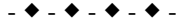
| Does Job Require | Yes | No |
|------------------|-----|----|
| Crawling         | X   |    |
| Jumping          |     | X  |
| Lying on Back    | X   |    |
| Lying on Stomach | X   |    |
| Twisting         | X   |    |
| Sweeping/Mopping |     | X  |
| General Cleaning |     | X  |
| Handling Trash   |     | X  |

**9. LIST TOOLS, EQUIPMENT AND MATERIALS USED**

Computer, copier/printer, telephone, projector, envelope stuffer/ folding machine, camera, laptop, calculator, ink, toner, software, printer paper

**10. HAND USE**

| Type of Use   | Yes | No | Frequency |
|---|-----|----|-----------|
| Keystrokes  | X   |    | Hourly    |
| Grasp   | X   |    | Daily     |
| Fine Motor i.e: writing, twisting hands or wrist, etc | X   |    | Daily     |



Rutherford County, Tennessee, is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the County will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer. Signatures below indicate the receipt and review of this classification description by the employee assigned to the position and the immediate supervisor.

\_\_\_\_\_  
Employee's Signature

\_\_\_\_\_  
Supervisor's Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Date