

MICROCOMPUTER SPECIALIST

DISTINGUISHING FEATURES OF THE CLASS: This is a technical position focusing on adapting microcomputers to BOCES departments and their needs. Working with various departments or units within a department, the incumbent works from problem definition to implementation and support for the system designed. The work includes the application of both hardware and software to meet the specific needs of the department. This position differs from Computer Hardware Technician in the fact that a Computer Hardware Technician is generally responsible for only computer hardware and software, as well as locally connected printers and devices. The incumbent in this position deals more exclusively with matters beyond the local desktop and has responsibility for communication from desktop to desktop, as well as connections to the outside world. Work is performed under the general supervision of the Assistant Director of Information Technology with leeway allowed for the use of independent judgment in carrying out assignments. Supervision is not a responsibility of this position. Does related work as required.

TYPICAL WORK ACTIVITIES:

Collects information from the department requesting computer support to determine current operation and identifying the basic requirements;

Defines and researches the problem in terms of conditions, logical relationships, system constraints, compatibility requirements, basic objectives, related manual processes, space, impact on resources, etc.;

Designs the system for department use by specifying hardware, software, files, screens, interactive programs, batch programs, macros, etc.;

Integrates new system into the current hardware/software systems and manual/paper systems in use;

Develops appropriate tests to assure the system's reliability;

Assembles and installs microcomputer systems including connection of central processing unit with all peripheral equipment such as printers, displays, and external disc drives;

Installs and upgrades software packages;

Load operating system software and batch programs;

Tests and adjusts software during parallel operation with the current system;

Trains staff in use of word processing, database, spreadsheet, utility and other software;

MICROCOMPUTER SPECIALIST-cont'd

Maintains a library of manuals, documentations, publications, etc.;

Maintains inventory data and daily transaction log for monthly billings;

Prepares operation manuals, memoranda's, progress reports and proposals for users;

Responds to user problems and questions on system and software operational problems;

Provides server backups, dealing with email service, web hosting services and central server applications;

May occasionally perform various computer and printer operations.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Good knowledge of the principles, techniques and concepts utilized in microcomputer system analysis;

Good knowledge of microcomputer capacities, programming principles, techniques and concepts;

Good knowledge of the operation and utilization of word processing equipment;

Good knowledge of office procedures;

Good knowledge of the principles and practices of office automation; Ability to perform close detail work;

Ability to train others in the operation of a microcomputer and word processing equipment;

Ability to prepare written material such as documentation for programs and system configuration, memoranda and progress reports;

Ability to follow complex written and oral instructions;

Ability to establish effective working relationships with others;

Analytical ability;

Tact;

Courtesy.

MINIMUM QUALIFICATIONS:

A) Graduation from a regionally accredited or New York State registered college or university with an Associate's Degree in computer science or closely related field; OR

MICROCOMPUTER SPECIALIST-cont'd

B) Graduation from high school or possession of an equivalency diploma and two years of experience in personal computer analysis and/or adapting software for users; OR

C) An equivalent combination of training and experience as defined by the limits of A) and B) above.

NOTE: Because of the radical evolution of technology in this field, qualifying experience must have been gained within the last five years.

R1099 3/26/19

COMPETITIVE