

**ADMINISTRATIVE/COMPUTER ASSISTANT**

**TOMPKINS COUNTY**

**Department** Various  
**Classification** Competitive  
**Labor Grade** L(12)  
**Approved** Bd Res 401, 11/21/89  
**Revised** 11/96 Reclass of Sys Adm;5/97; 6/01; 8/02  
**By** AF, Commissioner of Personnel

**DISTINGUISHING FEATURES OF THE CLASS:**

This position involves responsibility for relieving a Department or Division Head of administrative details by coordinating day-to-day office management and administrative functions. Duties may include, but are not limited to: program planning, budgeting, fiscal management and statistical record-keeping; calendar management, conference arrangements, and contacts with subordinate officials; collection and coordination of data to maintain files and records; maintenance of a computer hardware inventory and a computer software library. The incumbent may be required to trouble-shoot and determine computer hardware configuration and software problems, as well as determine if various software programs adequately meet users needs. The incumbent may be called upon to oversee small groups performing special projects, and to provide technical supervision to others. Depending upon the work location, the employee may be responsible for creating and maintaining World Wide Web pages. The work is performed in accordance with policies and objectives outlined by the Department Head with wide leeway allowed for the exercise independent judgment when applying policies to specific cases. The incumbent will perform other related duties as required.

**TYPICAL WORK ACTIVITIES:**

Maintains internal contacts across departments or agencies within the jurisdiction and implementation and/or clarification of policy programs, issues requiring inter-agency cooperation;  
Creates agenda, coordinates meetings, and follows-up with external contacts such as professional associates including heads of public/private agencies;  
Collects information and data to be used in the preparation of letters, summaries, reports and memoranda on the progress of various phases of the agency's program;  
Maintains complex records on the activities of the agency;  
Directs and maintains both the manual and the computerized filing systems of the agency;  
Collects information from users and/or departments requesting computer support, determines current operation, analyzes requirements and makes recommendations for new software;  
May set up and tests micro-computer hardware;  
May load, test, determine and correct software problems;  
May respond to (or facilitates a response to) emergency calls from users regarding malfunctions in computer hardware and/or software systems;  
May train users in the use of word processing, database, spreadsheet and utility programs on purchased or in-house developed software products;  
Assigns and provides coordination of work to department staff;  
Screens correspondence, letters and other written material for compliance with procedures and policies before forwarding it to the Department Head for action or decision;  
Schedules appointments, answers a variety of inquiries by telephone and in person, and prepares answers to correspondence for the director's signature;  
May process personnel and payroll records, prepares and controls the departmental budget and performs related work necessary for the efficient execution of administrative functions of the agency;  
Assists in the formulation of policies and procedures for the administration of various agency programs;  
Plans and supervises the collection, tabulation and analysis of statistical and financial data;  
Supervises the requisition, purchase, receipt and inventory of agency supplies and equipment;  
May provide Help Desk support for computer hardware, software and telecommunications problems;  
Prepares and helps train other employee's in the preparation of Web pages.

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**ADMINISTRATIVE/COMPUTER ASSISTANT (Continued)**

**FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:**

Thorough knowledge of office terminology, procedures and equipment;  
Thorough knowledge of personal computer hardware and software including database, spreadsheet, and word processing programs;  
Good knowledge of business arithmetic;  
Good knowledge of new and changing microcomputer technology;  
Good knowledge of the laws, policies and regulations of the agency to which assigned;  
Ability to prepare, understand and interpret both oral and written material;  
Ability to handle routine administrative details independently;  
Ability to train users in the use of microcomputer hardware and software;  
Ability to plan, assign and review the progress of work within the department;  
Ability to establish and maintain cooperative relations with the public and other governmental and private agencies;  
Ability to perform detail work involving considerable visual effort and strain;  
Good judgment in solving complex clerical and administrative problems;  
Analytical reasoning ability, resourcefulness, dependability;  
Physical condition commensurate with the demands of the position.

**MINIMUM QUALIFICATIONS: EITHER:**

- (a) Graduation from a regionally accredited or New York State registered two year college or university with a Associates degree in computer science **AND** three years of full-time paid (or the equivalent part-time and/or volunteer) experience in an office management or senior level clerical position involving substantial knowledge and use of computer hardware and software; **OR**
- (b) Graduation from high school or possession of a high school equivalency diploma **AND** five years of full-time paid (or the equivalent part-time and/or volunteer) experience in an office-management or senior-level clerical position involving substantial knowledge of and use of computer hardware and software; **OR**
- (c) An equivalent combination of training and experience equivalent to, or greater than that described in (a) and (b) above.

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11/96