

MICROCOMPUTER SPECIALIST

TOMPKINS COUNTY

Department Various Locations
Classification Competitive
Labor Grade L-12
Approved Board 8/4/93
Revised 5/96; 12/99; 1/03; 2/04
By AF, Commissioner of Personnel

DISTINGUISHING FEATURES OF THE CLASS:

This is a technical support and application programmer/analyst position focused on adapting micro-computers to department and user needs. Working with various offices, classes and/or departments, the incumbent works from problem definition to implementation and support for the system designed. The work includes the application of both microcomputer hardware and software to meet the specific needs of the department. The incumbent may be required to develop course outlines and to provide training to users of various hardware and software. The incumbent performs these duties under the general supervision of the Director of Information Technology Services (I.T.S.), Department Heads, Division Heads, Teachers or Administrators. Wide latitude is allowed for the exercise of independent judgment. Although supervision of others is not a primary function of this position, the incumbent may be called upon to supervise work projects, work groups, and to provide technical supervision to departmental staff. The incumbent will perform all related duties as required.

TYPICAL WORK ACTIVITIES:

Provides training in the use of word processing, database, spreadsheet, e-mail, web browser, presentation, basic desktop publishing, utility, in-house developed and other software as well as best practices to promote data integrity and security;
Maintains a library of PC related manuals, documentation, publications, etc.;

- Collects information from the department requesting computer support, analyzes that information to determine current basic operational requirements;
- Defines and researches problems in terms of logical relationships, system constraints, compatibility requirements, basic objectives, related manual processes, space, impact on resources, etc.;
- Recommends micro-computer hardware and software to support users' needs;
- Develops files, screens, interactive programs, macros, templates, etc.;
- Sets up micro-computer hardware with the proper cabling and connections (including networking with other PC's and/or Mainframe systems), installs and tests software to insure that the entire system is fully operational;
- Tests and modifies new system software during parallel operation with current system to assure reliability;
- Develops and documents operational procedures;
- Communicates with vendors and other technical support personnel to aid in the solution of problems regarding micro-computer hardware and software;
- Performs research related to computer equipment/software, specifications and cost information for budgetary analysis and planning;
- Provides Help Desk support for computer users for hardware and software;

In a school district or BOCES, Micro-computer Specialists will, under the direction of a teacher, provide students with problem solving activities related to micro-computer hardware and software;

ADDITIONAL TYPICAL WORK ACTIVITIES ASSIGNED TO COUNTY MICRO-COMPUTER SPECIALISTS:

Performs a variety of programming tasks using data base and spreadsheet software, may be required to use, Microsoft Access, Visual Basic, DOS batch files, Unix/Linux shell scripts, HTML, PERL, and other programming languages;
In County Departments, Micro-computer Specialists will provide user training and help desk support for various telecommunications equipment including telephone systems;

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MICROCOMPUTER SPECIALIST (continued)

ADDITIONAL TYPICAL WORK ACTIVITIES ASSIGNED TO COUNTY MICRO-COMPUTER SPECIALISTS:

Receives, evaluates, and takes appropriate action on departmental requests for new telephone equipment, changes or modifications;
Develops technical bid specifications and proposals;
Analyzes and evaluates bid proposal responses culminating in recommendations for hardware, software, carrier and other services.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Good technical knowledge of micro-computers hardware and software including DOS, Windows, Unix/Linux, database, spreadsheet and word processing;
Presentation, desktop publishing, HTML; also peripherals like inkjet & laser printers, tape drives, scanners, digital cameras;
Good technical knowledge of Local Area Networks (LAN) and Internet, especially TCP/IP-based services, with an emphasis on securing same;
Good technical ability and knowledge of changing technology;
Good judgment;
Ability to train users in the use of micro-computer hardware and software;
Ability to learn and support new PC software;
Ability to learn new micro-computer system configurations;
Ability to establish and maintain effective working relationships.
Ability to communicate effectively both orally and in writing;

School Districts and BOCES require:

Good technical knowledge of Local Area Networks (LAN);

County Departments require:

Good knowledge of telecommunications equipment;
Good knowledge of programming techniques and concepts, including microcomputer and mainframe software: database, spreadsheet, word processing, and related languages;
Ability to write the technical portions of specifications for bid proposals;
Physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS: EITHER:

(A) Graduation from a regionally accredited or New York State registered four year college or university with a Bachelors Degree in computer science, computer information systems, electrical technologies or a closely related field **AND** one year full-time paid (or the equivalent part-time and/or volunteer) experience with a variety of microcomputer hardware and software.

(B) Graduation from a regionally accredited or New York State registered two year college with an Associates Degree in computer science, computer information systems, electrical technologies or a closely related field **AND** three years of full-time paid (or the equivalent part-time and/or volunteer) experience with a variety of microcomputer hardware and software.

(C) Graduation from high school or possession of a high school equivalency diploma **AND** six years of full-time (or the equivalent part-time and/or volunteer) experience with a variety of microcomputer hardware and software.

(D) Any combination of training and experience equal to or greater than that described on (A), (B), and (C) above.

NOTE: A Degree or experience in word processing will not be accepted as qualifying for the above minimum qualifications.

SPECIAL REQUIREMENT: Applicants must possess of a valid New York State motor vehicle operators license or otherwise demonstrate the ability to meet the transportation requirements of the job.

