

COMPUTER SPECIALIST

DISTINGUISHING FEATURES OF THE CLASS: This position involves responsibility for coordinating microcomputer activities, services and functions in a department or among departments. The incumbent is responsible for providing a variety of staff support services, including equipment installation, maintenance of local area networks and mainframe links. The work is performed under the general supervision of a higher level employee. Supervision-may-be exercised over the work of subordinate employees. The incumbent does related work as required.

TYPICAL WORK ACTIVITIES:

- Evaluates and recommends acquisition of computer hardware and software to meet automation needs;
- Participates in the planning for and the installation of computers and accessory equipment such as terminals and printers;
- Devises applications for the computer system to meet needs and goals, and enhance efficiency;
- Configures equipment and completes cable interfaces, referencing wiring diagrams and technical instructions and using special hand tools and testing equipment to validate proper performance;
- Conducts needs analysis and meets with requestors of computer products or services to insure that what is requested will accomplish goals;
- Recommends hardware and software for acquisition after considering user needs and agency goals;
- Acts as Local Area Network Administrator;
- Keeps informed on new developments in computer hardware and software and reviews publications and specifications;
- Provides training to new and existing staff regarding the use of computer equipment and software, including loading of printer forms and ribbons, loading and storing disk files, record retrieval and update;
- Operates, monitors, and controls computer, network server, and peripheral devices;
- Studies system and application operating instructions to determine proper equipment setup and run requirements;
- Maintains records on machine performance and contacts appropriate technical personnel in the event of machine or software malfunction;
- Performs normal daily maintenance tasks, such as file backups and restoration and file reorganization as required by the various application procedures;
- Performs file purge operations needed to maintain optimum resource utilization;
- Coordinates computer activities between the various departments;
- May assign and control both individual user and equipment security by the use of “sign on” procedures;
- Provides phone support for system users;
- Assists in preparing narrative and statistical reports summarizing department programs, projects, goals, plans and activities with the aid of microcomputers;
- Informs department heads of changes made to improve department procedures;
- Reviews and recommends software packages and computer applications for department functions;
- Adapts purchased software programs such as Access, Microsoft Word, Excel and others, as needed;
- Receives microcomputers and related computer equipment from vendors, unpacks and inspects components for damage, insures that correct items and quantities are received by comparing orders with received merchandise and updates equipment inventory;
- Installs and upgrades purchased software;
- Runs diagnostic software programs to insure operational integrity of equipment;
- Reports non-repairable equipment to vendor and obtains replacement;
- Moves computer equipment to various locations as necessary;
- Supplies substitute microcomputers with appropriate software while problem computers are diagnosed and repaired;
- Documents operating procedures;

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- Inputs data via keyboard and optical character reader;
- Generates reports using a variety of software packages which may incorporate graphs, charts and graphics.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

- Good knowledge of the use of the and operation of microcomputers, including management of local area networks;
- Good knowledge of mainframe microcomputer linkage; good knowledge of the application of various types of microcomputer equipment to accounting, statistical and database management problems;
- Good knowledge of office terminology and procedures; working knowledge of design of current microcomputer systems;
- Ability to make minor repairs to microcomputer equipment; ability to translate and adapt administrative and financial data and terminology to microcomputer analysis using commercially available software;
- Ability to advise and train others in microcomputer operation and software applications; ability to install and use purchased operating, financial, database management system and utility microcomputer software individually or in a local area network;
- Ability to follow complex oral and written instructions; ability to prepare written documentation.

MINIMUM QUALIFICATIONS: EITHER:

- Graduation from a regionally accredited or New York State registered college or university with a bachelor's degree in computer science, information resource management, microcomputer technology or related field; **OR**
- Graduation from a regionally accredited or New York State registered two-year college with an Associate's Degree in Computer Repair, Computer System Analysis, Computer Graphics or Computer Information Sciences or related field; **OR**
- Graduation from a regionally accredited New York State registered two-year college with an Associate's Degree and two (2) years of experience in the operation and maintenance of microcomputer equipment. The experience shall involve local area network administration and installation maintenance, and use of operating, word processing, database management, financial and utility software; **OR**
- Graduation from high school or possession of a high school equivalency diploma with a minimum of three (3) years of experience as outlined in (C) above.

NOTES: 1. Successful completion of a course of study offered by a technical training institute, college or a corporate training program may be substituted for the twelve (12) semester credit hours in college-level management information systems, computer science, computer technology, information resource management, data processing or related computer fields; **OR** one (1) year of appropriate experience, if the following conditions are met:

a.) The course of training involves learning the fundamental aspects of computer programming, systems analysis, telecommunications systems, LAN/WAN system configuration or a similar course with technical emphasis on the operation of a connected computer system.

b.) The candidate provides an official description of the coursework and evidence that it was successfully completed.

2. Coursework in the use of specific programs such as WORD, EXCEL or ACCESS and data entry is **NOT** acceptable.

09/28/1995

06/08/1999

07/02/1999

12/31/2001

03/19/2010 Retyped

CLASS: COMPETITIVE