

Jurisdictional Class: Competitive
EEO Category: Professional
Revised: 08/16/2021

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 performs related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative Only)

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 ensure that what is requested will accomplish goals;

Recommends hardware and software for acquisition after considering user needs and agency goals;

Assists the Local Area Network Administrator in the administration, design, and maintenance of a local network;

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 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.

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TYPICAL WORK ACTIVITIES (continued):

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 dBase III Plus, Lotus 1-2-3, 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;
Inputs data via keyboard and optical character reader;
Generates reports using a variety of software packages which may incorporate graphs, charts and graphics;
May be required to lift at least 50 lbs;
Daily travel may be required.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Good knowledge of the use and operation of microcomputers; 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 local area network administration; 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; physical ability commensurate with position.

MINIMUM QUALIFICATIONS: Either:

- (A) 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;
- (B) Graduation from a regionally accredited or New York State registered college or university with an Associate's Degree, including or supplemented by six (6) credit hours in computer science related coursework **AND** two (2) years of experience in installation, troubleshooting or maintenance of computer equipment or end user support; **OR**

- (C) Graduation from high school or possession of a high school equivalency diploma **AND** four (4) years of experience in installation, troubleshooting or maintenance of computer equipment or end user support.

SPECIAL REQUIREMENT: Possession of a valid New York State driver's license at time of appointment. License must remain valid throughout appointment.

SPECIAL REQUIREMENT FOR ONEIDA COUNTY GOVERNMENT ONLY: Criminal Justice Information Systems (CJIS) Security Clearance is required for appointment and must be maintained throughout appointment.

NOTE: Verifiable part-time and/or volunteer experience will be pro-rated toward meeting full-time experience requirements.

Title change from "Micro-Computer Specialist: 12/21/2006

Adopted: 06/18/1993

Revised: 10/25/2000; 07/09/2002; 12/21/2006; 05/01/2008; 04/05/2018;
04/15/2019; 08/16/2021