

## MICROCOMPUTER SYSTEM ADMINISTRATOR

### DISTINGUISHING FEATURES OF THE CLASS:

This is a technical and administrative position responsible for developing and coordinating a personal computer network for the Department of Social Services. The incumbent performs system analysis and develops appropriate applications, training and support services, including general network administration. In addition, the incumbent performs initial set up and installation of equipment and provides repair services when needed. Work is performed under the general direction of the Commissioner of Social Services or other administrative staff, with considerable leeway to develop an efficient program. Supervision is exercised over subordinate employees.

### TYPICAL WORK ACTIVITIES:

Typical work activities for incumbents in this title include those listed below in addition to those work activities performed by lower level titles in the series. They are indicative of the level and types of activities performed by incumbents in this title. They are not meant to be all inclusive and do not preclude a supervisor from assigning activities not listed which could be reasonably be expected to be performed by an employee in this title.

1. Analyzes departmental functions and systems and develops appropriate applications using standard software and programming;
2. Receives, inventories, and performs initial configuration and installation of hardware and operating software, contacting vendors as necessary to resolve any problems;
3. Installs and supports local area network operating system hardware and software;
4. Directly supervises employees in unit; assigns and reviews work and directs special projects;
5. Works in conjunction with department administration to develop annual information technology (IT) budget for the department; evaluates software and equipment needs of departmental staff and prioritizes within budgetary guidelines;
6. Coordinates the activities of the internal IT Help Desk function of the department and provides administration with reports on outstanding problems and closed calls as required;
7. Coordinates data communication approvals and installation for additional Social Service requirements with New York State, various County agencies and vendors;
8. Performs maintenance and repairs on equipment and systems; maintains warranty status information and contacts vendors for services as necessary;
9. Attends user group meetings such as the New York State IT Director's Conference, NYS Office for Technology sessions and other related product announcements and conferences;
10. Develops and implements training programs for new employees and for new systems and programs;
11. Keeps abreast of developments in the fields of microcomputers and local area networks, and plans for future growth, upgrading and phased replacement of equipment and software in the department;
12. Interacts with State agencies on equipment specifications, approvals, ordering and delivery of equipment required for the department;
13. Develops and administers departmental network passwords, email accounts and computer usage policies for the department;
14. Maintains working inventory of computer equipment that includes installation, relocation and disposal status;
15. Research and advise administration of potential State or Federal grants that the department may be eligible for in relation to computer equipment and software.

**MICROCOMPUTER SYSTEM ADMINISTRATOR** (Cont'd)

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

Thorough knowledge of data processing principles and practices, especially as they apply to the field of microcomputers;  
Thorough knowledge of the field of microcomputer networking;  
Good knowledge of system design and programming concepts within microcomputer software packages;  
Ability to communicate effectively, both orally and in writing;  
Ability to understand and quickly develop expertise in various software packages;  
Ability to keep abreast of the field of microcomputers and LAN systems;  
Ability to supervise the work of others;  
Ability to develop and maintain good working relationships with user departments and staff;  
Personal characteristics necessary to perform the duties of the position;  
Physical condition commensurate with the demands of the position.

**MINIMUM QUALIFICATIONS:**

Graduation from high school or possession of a high school equivalency diploma AND:

- EITHER:       (A)     Graduation from a regionally accredited or New York State registered college or university with a Master's degree in information technology or a closely related field and one year of full-time paid work experience which primarily involved the installation and full support of microcomputer and LAN systems, and also involved data base programming;
- OR:            (B)     Graduation from a regionally accredited or New York State registered college or university with a Bachelor's degree in information technology or a closely related field and two years of full-time paid work experience which primarily involved the installation and full support of microcomputer and LAN systems, and also involved data base programming;
- OR:            (C)     Graduation for a regionally accredited or New York State registered college or university with an Associate's degree in information technology or a closely related field and four years of full-time paid work experience which primarily involved the installation and full support of microcomputer and LAN systems, and also involved data base programming;
- OR:            (C)     An equivalent combination of education, training and experience between the limits of (A) and (B) above.

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ADOPTED:    01/01/97

REVISED:    05/08/08    10/09/08