

MICROCOMPUTER SYSTEM SPECIALIST

DISTINGUISHING FEATURES OF THE CLASS:

This is a technical position which requires extensive user contact in the support of microcomputer systems. The incumbent provides installation and maintenance service on equipment, and training on operating systems and software packages. In addition, the incumbent provides input on new hardware and software in relationship to the agencies needs, while generally keeping abreast of the field of microcomputers. Depending on the agency, the incumbent may be required to work on different systems, interface with mainframe systems, and install and maintain network systems. The work is performed under the general supervision of a higher level administrative employee, with considerable leeway for solving problems in the field. Supervision of others is not a normal function of the position.

TYPICAL WORK ACTIVITIES:

Typical work activities for incumbents in this title include those listed below in addition to those typical 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. It is not meant to be all-inclusive and does not preclude a supervisor from assigning activities not listed which could reasonably be expected to be performed by an employee in this title.

1. Receives, inventories, and performs initial configuration and installation of hardware and operating software, contacting vendors as necessary to resolve any problems;
2. Installs and supports local area network operating system hardware and software;
3. Relocates hardware and upgrades software on existing systems;
4. Provides telephone and field support to users on hardware, software, and network system problems;
5. Provides training to users on hardware, software, and network systems;
6. Performs routine maintenance and repairs on systems, and contacts vendors for service as necessary;
7. Maintains inventory records, service contracts, and licensing information for hardware and software;
8. Keeps abreast of the field of microcomputer system products and evaluates products for possible use with the agency;

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Thorough knowledge of data processing principles and practices, especially as they apply to the field of microcomputers; good knowledge of the field of microcomputer networking; ability to keep abreast of the field of microcomputers and LAN systems, and to make qualitative evaluations on new products; ability to train others in the use of microcomputer system hardware and software; ability to develop and maintain good working relationships with user departments and staff; ability to communicate, both orally and in writing; initiative; tact; patience; physical condition commensurate with the demands of the position.

MICROCOMPUTER SYSTEM SPECIALIST (Cont'd)

MINIMUM QUALIFICATIONS:

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

- EITHER: (A) Graduation from a New York State registered or regionally accredited college or university with an Associate's degree in data processing or a closely related field and one (1) year of full-time paid work experience in data processing which primarily involved the installation and full support of microcomputer and LAN systems;
- OR: (B) Two (2) years of full-time paid work experience as described in (A);
- OR: (C) An equivalent combination of education, training and experience as indicated in (A) and (B) above.

SPECIAL REQUIREMENTS:

1. An authority may require the possession of a valid New York State Driver License at time of appointment.
2. Candidates must be able to lift, carry and move equipment weighing approximately 45 pounds.

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ADOPTED: 11/14/94 1/28/13