



CIVIL DIVISION
CLASS SPECIFICATION

**MICROCOMPUTER
SOFTWARE ASSISTANT**

DATE ADOPTED: 5/28/1997

LAST REVISION: 9/22/26

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DISTINGUISHING FEATURES OF THE CLASS:

This is a technical position designed to assist a variety of users with both computer problems and more complex software operations. The employee typically operates a helpline and serves two primary functions: directly assisting other employees in the use of personal computer software and routine operating problems and gathering information on more complex problems in order to dispatch the appropriate technical staff. In addition, the incumbent performs a wide variety of ancillary and administrative duties to support the unit, including maintaining records, performing data management tasks, assisting in training staff, and assisting in the transport and installation of equipment and software. Work is performed under the general supervision of higher-level staff. Supervision of others is not a normal function of the position.

TYPICAL WORK ACTIVITIES:

The following is 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. Serves as the help desk operator, assisting computer users with software and more routine hardware and network problems, or gathering sufficient information to refer more intricate problems to the proper technical staff;
2. Initiates work orders for response by other technical staff to install equipment, to resolve hardware and software problems, or to relocate equipment or upgrade computers and peripherals;
3. Performs conversion of data from one system to another (i.e., paper to disk / tape, database to spreadsheet, word processing package to another word processing package);
4. Creates and runs reports from PC database applications as needed to monitor activity, identify problem areas, verify billing, etc.;
5. Completes routine user security change requests;
6. Assists users with non-technical matters (i.e., ordering supplies, moving or arranging for relocation of equipment);
7. Participates in the training of users;
8. Performs field work including the transportation and placement of equipment and the direct assistance of users;
9. Maintains inventories, keeps records of and enters requisitions for purchases of hardware, software, licenses, warranties, contracts, forms and supplies, and distributes reports as needed;
10. Maintain documentation of hardware and software configuration, daily scheduled jobs and computer utilization;
11. Works with vendors on getting quotes, tracking shipments and notifying the business office to pay invoices;
12. Maintain accurate digital and physical files;
13. Performs routine LAN administration such as password changes, network printer/queue setups, resolution of printing problems;
14. Configuration and use of various system/utility software packages to perform remote troubleshooting and problem resolution, remote desktop imaging, tracking of operating system



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level activity, etc.;

15. Installation of PC and network application software;
16. May greet visitors, answer and route incoming calls, respond to general inquiries from parents, staff, and the community and help schedule appointments/meetings;
17. May perform general office duties as needed including drafting correspondence, sorting mail, photocopying materials, and ordering office/technical supplies.

FULL PERFORMANCE KNOWLEDGE, SKILLS, AND ABILITIES:

Thorough knowledge of mainstream microcomputer software programs for word processing, desk top publishing, spreadsheets and database management; good knowledge of the principles, practices and operations of standalone and networked microcomputer systems; ability to quickly learn the detailed use of new software packages; ability to communicate, both orally and in writing; ability to effectively instruct others in the use of computer software; personal characteristics necessary to perform the duties of the position; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

- EITHER: (A) Associate's degree in computer science or a closely related field AND one (1) year of full-time work experience which primarily involved the use, configuration and customization of personal computer software for word processing, database management and spreadsheet applications;
- OR: (B) Graduation from high school or possession of a high school equivalency diploma and two (2) years of work experience as described above;
- OR: (C) An equivalent combination of training and experience as indicated in (A) and (B) above.

NOTE: Your degree or college credit must have been awarded by a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S. Secretary of Education.

SPECIAL REQUIREMENTS:

1. An appointing authority may require possession of a valid New York State Driver License at time of appointment.
2. Candidates must be able to transport and place data processing equipment generally weighing up to 50 pounds.

CIVIL DIVISION USE ONLY:

JURISDICTIONAL CLASSIFICATION: Competitive

REVISION HISTORY: 4/23/03; 9/22/26