MICROCOMPUTER / WORD PROCESSING SUPPORT ASSISTANT TRAINEE

DISTINGUISHING FEATURES OF THE CLASS:

This is an entry level microcomputer support position designed to take a candidate with a strong packaged software background and gradually teach them full hardware, software and network support. During the two year traineeship, the incumbent will gradually be instructed in various areas of installation and support, and assume responsibility for each area as they reach a competent level. Upon the successful completion of the training program, the employee assumes the full-performance position of Microcomputer / Word Processing Support Assistant without further examination. The work is performed under the direct supervision of a higher level employee, with some independence being given as the employee becomes trained in the various aspects of the job. Supervision of others is not a function of the class.

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.   Becomes familiar with the department's hardware, software and network infrastructure;
2.   Performs record keeping and other related tasks, such as the distribution of computer reports and developing and maintaining databases for equipment and application inventories;
3.   Trains in and performs PC setup and relocation, including initial configuration of equipment, testing systems, installing software updates, and trouble shooting operating system software, applications software and various hardware components;
4.   Trains in and performs the "help desk" function, including resolving problems by phone and making field calls to resolve end-user problems;
5.   Learns to evaluate existing systems and configurations and makes strategic recommendations to administrative staff;
6.   Trains in and performs development and maintenance tasks related to the department's web site;
7.   Trains in and performs end-user training for the department;
8.   Trains in and performs tasks related to network infrastructure and administration, including checking, installing and repairing wiring, installing hubs and switches, creating user ID's, resetting passwords, and updating DNS entries;
9.   Attends training classes as instructed.

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES:

Knowledge of microcomputer system hardware, software and general concepts and capabilities sufficient to be trained in and perform full PC and network installation and support;
Ability to understand and follow complex oral and written instructions;
Ability to learn and keep abreast of the principles and practices of PC hardware, software and network installation and full support;
Ability to communicate effectively, both orally and in writing, with both technical and non-technical staff;
Ability to develop and carry out training programs for departmental staff;
Ability to move and place computer components weighing up to 50 pounds;
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 an 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) Two (2) years of the work experience described above;

OR: (C) An equivalent combination of training and experience as indicated in (A) and (B) above.

SPECIAL REQUIREMENT:

An appointing authority may require the possession of a New York State Driver License at time of appointment.

DP0322
ADOPTED: 01/01/02