MICROCOMPUTER / NETWORK SUPPORT SPECIALIST (PUBLIC HEALTH)

DISTINGUISHING FEATURES OF THE CLASS:

This is a highly technical position responsible for the planning, development, installation and full support of microcomputer systems. The incumbent works with Health Department staff to assess needs, then develops systems to best meet those needs. The incumbent procures the necessary hardware and software, performs the initial configuration and installation, then supports the user through training, program development and problem solving. Depending on the user, the incumbent may be required to work on a wide variety of systems, interface with mainframe systems, perform programming tasks, and install and maintain network systems. This position differs from Microcomputer / Network Support Specialist in that its focus is within the Health Department, requiring a more detailed knowledge of the field of public health, and works more directly with users to develop individual program related systems. The work is performed under the general administrative and technical supervision of higher level staff from the Office of Computer Information Systems and on a functional basis by administrative staff of the Health Department, with considerable leeway for solving problems in the field. 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.   Works with user Health Department staff to ascertain needs and develop standalone and networked systems to best address their needs;
2.   Orders, receives, inventories and performs initial configuration and installation of hardware and operating software, contacting vendors as necessary to resolve any problems;
3.   Maintains systems through software upgrades, the detection of viruses, correcting file error problems on disks, replacing defective equipment, and having equipment serviced;
4.   Provides telephone and field support to users on hardware and peripheral equipment, software, and network system problems, contacting vendors as necessary;
5.   Develops and provides training for users on hardware, software and network systems;
6.   Works with Health Department staff to directly develop software applications to meet their needs including initial design, programming, macros, interfaces and scripts;
7.   Keeps abreast of the field of microcomputer system products, tests new software and equipment, and makes recommendations for future development and use.

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES:

Knowledge of microcomputer hardware components and systems sufficient to efficiently install, update and troubleshoot a wide variety of standalone and networked units;
Knowledge of mainstream microcomputer software programs sufficient to install, demonstrate use of, and provide technical assistance to users;
Knowledge of public health issues, programs and procedures sufficient to evaluate user needs and to develop and modify systems and programs to best meet departmental needs;
Ability to diagnose software and hardware conflicts and problems and efficiently implement repairs or other resolutions;
Ability to quickly evaluate and learn the operation of new software, hardware and peripherals; Ability to communicate effectively, both orally and in writing;

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES: (Cont'd)

Ability to develop instructional materials and conduct in-service training courses;
Ability to establish and maintain effective working relationships;
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 Bachelor's degree in a public health related field such as biology, chemistry, environmental engineering, nursing, etc., **which included** or was supplemented by 15 credit hours in computer science **AND**:
1. two (2) years of work experience which primarily involved the installation and full support of microcomputer and LAN systems; **AND**
2. two (2) years of technical work experience in a public health related field;

OR: (B) Completion of 60 standard credit hours from a regionally accredited or New York State registered college or university with at least 21 credit hours in a public health related field such as biology, chemistry, environmental engineering, nursing, etc., **which included** or was supplemented by 15 credit hours in computer science **AND:**
1. three (3) years of work experience which primarily involved the installation and full support of microcomputer and LAN systems; **AND**
2. three (3) years of technical work experience in a public health related field;

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

NOTE: The two types of work experience can be an overlapping time period if the majority of the work involved the technical computer installation and support duties.

SPECIAL REQUIREMENTS:

1. Candidates must be able to transport and install equipment weighing approximately 45 pounds at a variety of locations.
2. An appointing authority may require eligibility for a New York State Driver License at time of application, and possession of said license at time of appointment.

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