MICROCOMPUTER SOFTWARE ASSISTANT

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 help line 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 of 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:

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 and keeps records 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. Performs routine LAN administration such as password changes, network printer/queue setups, resolution of printing problems;
12. Configuration and use of various system/utility software packages to perform remote troubleshooting and problem resolution, remote desktop imaging, tracking of operating system level activity, etc.;
13. Installation of PC and network application software;
14. Does related work as required.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

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; patience; courtesy; tact; 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 as described above;

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

SPECIAL REQUIREMENTS:

1. An appointing authority may require the 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.

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