SENIOR MICROCOMPUTER SPECIALIST

DISTINGUISHING FEATURES OF THE CLASS: This is a technical position focused on adapting microcomputers to department and user needs. Working with various departments or units within a department, as needed, the incumbent works from problem definition to implementation and support for the system designed. The work includes the application of both hardware and software to meet the specific needs of the department. The employee works under general supervision, and may supervise the work of one or more Microcomputer Specialists. Does related work as required

TYPICAL WORK ACTIVITIES:

-Assists in collecting information from the department requesting computer support to determine current operation and identifying the basic requirements;
-Assists in defining and researching the problem in terms of conditions, logical relationships, system constraints, compatibility requirements, basic objectives, related manual processed, space, impact on resources, etc;
-Designs the system for department use by specifying hardware, software, files, screens, interactive programs, batch programs, macros and network integration;
-Integrates new system into the current hardware/software systems and manual/paper systems in use;
-Develops appropriate tests to assure the system's reliability;
-Assembles and installs microcomputer systems including connection of central processing unit with all peripheral equipment such as printers, displays, and external disk drives;
-Installs and upgrades software packages (e.g., Lotus 1, 2, 3, IBM Display, Write, Word Perfect, dBASE III);
-Installs and upgrades network software;
-Loads operating system software and batch programs;
-Tests and adjusts software during parallel operation with the current system;
-Develops and documents operational procedures;
-Trains staff in use of word processing, database, spreadsheet, utility and other software;
-Maintains a library of manuals, documentation, publication, etc., maintains inventory data, daily transaction log for monthly billings;
-Prepares operation manuals for users, and other written materials such as memoranda, progress reports and proposals;
-Responds to user problems and questions on system hardware and software;
-Reports regularly to the Director on current status, problems and potential capabilities of network applications;
-Oversees the day-to-day work of the Microcomputer Specialist.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:
Thorough knowledge of the principles, techniques and concepts utilized in microcomputer system analysis; thorough knowledge of microcomputer capacities, programming principles, techniques and concepts; good knowledge of office terminology and procedures; good knowledge of principles and practices of office automation; ability to perform close detail work; ability to train others in the operation of microcomputer and word processing equipment; ability to prepare written material such as documentation for programs and system configuration, memoranda and progress reports; tact; courtesy; analytical ability; ability to follow complex written or oral instructions; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

Either **(A)** Graduation from a New York State registered college or university with a Bachelor's Degree in computer science or a closely related field;

Or **(B)** Graduation from a New York State registered two-year college or university with an Associate's Degree in Computer Science or a closely related field and two years of full-time paid experience in personal computer system analysis and/or adapting Software for users;

Or **(C)** Four years of full-time paid experience in personal computer system analysis and/or adapting software for users;

Or **(D)** An equivalent combination of training and experience as defined by the limits of (A), (B) and (C).

Competitive Class
Adopted 09/14/1999 Personnel Officer