MICROCOMPUTER SPECIALIST

DISTINGUISHING FEATURES OF THE CLASS: This is responsible technical work involving the installation and use of microcomputer hardware and software to run applications in various agencies. Work performed is under general supervision with wide leeway allowed for the exercise of independent judgement in carrying out the details of the work. A Microcomputer Specialist does related work as required.

TYPICAL WORK ACTIVITIES:

- May be assigned to departments or agencies to determine computer applications based upon analysis of work flow being accomplished by manual or other present means;
- Determines software applications for needed for new or expanded needs;
- Recommends hardware and software to meet needs taking into account such factors as compatibility and cost;
- Installs personal computer hardware and software in user departments;
- Instructs users in the basic operation of personal computer hardware and software;
- Keeps abreast of trends in computer technology and cyber security;
- May coordinate and conduct training programs;
- Responds to questions and problems referred by users and makes site visits or gives remedies via telephone as necessary;
- Make minor repairs to equipment as required.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES, AND PERSONAL CHARACTERISTICS: Good knowledge of the principles and practices which pertain to the use of the personal computer in business applications in a large decentralized organization; good knowledge of available software and installation which applies to effective application of the software to given situations; working knowledge of computing environments, work flow, and cyber security techniques; ability to effectively teach and instruct novice microcomputer users; some knowledge of cyber security principles in a computing environment; tact; and courtesy.

MINIMUM QUALIFICATIONS: One year of experience which shall have involved installation, and support of systems for personal computers which shall also have included the instruction of novice users in microcomputer operation and cyber security protocols.*

Successful completion of at least 15 semester credit hours in data processing subjects from a regionally accredited or New York State registered college or university may be substituted for one year of experience.

CATTARAUGUS COUNTY CIVIL SERVICE

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