

COMPUTER SYSTEMS ASSISTANT

DISTINGUISHING FEATURES OF THE CLASS: This is a technical position focused on adapting microcomputers to department and user needs. Working with various departments 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 position is supervised by a higher level administrator. Does related work as required.

TYPICAL WORK ACTIVITIES:

Collects information from the department requesting computer support to determine current operation and identifying the basic requirements;

Defines and researches 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, etc.;

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;

Performs preventative maintenance on hardware;

Installs and upgrades software packages (e.g., Lotus 1, 2, 3, IBM Display Write, Word Perfect, dBase III, Enable) 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, spread sheet, 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 and software operational problems.

FULL PERFORMANCE KNOWLEDGE, SKILLS ABILITIES, AND PERSONAL CHARACTERISTICS:

Good knowledge of computer hardware and software packages;

Good knowledge of the principles, techniques and concepts utilized

in microcomputer systems analysis;
Good knowledge of microcomputer capacities, programming principles, techniques and concepts;
Good knowledge of the operation and utilization of a wide variety of microcomputer software packages;
Good knowledge of office terminology and procedures;
Good knowledge of principles and practices of office automation;
Working knowledge of operation of remote terminals;
Ability to perform close detail work;
Ability to train others in the operation of microcomputer software packages and general use mainframe software;
Ability to prepare written material such as documentation for programs and system configuration, memoranda and progress reports;
Ability to follow complex written and oral directions;
Ability to analyze administrative, financial, and statistical problems;
Tact;
Courtesy;
Physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

- 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; OR
- B) Two years of experience involving microcomputer system analysis, adapting software for microcomputer users, training microcomputer users, or computer maintenance or repair; OR
- C) An equivalent combination of training and experience as defined by the limits of (A) and (B).

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COMPETITIVE