

COMPUTER SERVICES ASSISTANT

DISTINGUISHING FEATURES OF THE CLASS: The work involves responsibility for providing training to departments in the use of personal computers, peripheral equipment, mainframe packages and/or inter-departmental systems. The incumbent provides training in the use of existing services as well as identifies and assists in the resolution of problems relating to the use of system data. The work requires general understanding of specific procedures, organizational rules and policies. The work is performed under general supervision in accordance with established routines. The major emphasis of this position is in the use and function of specific applications of the system. Does related work as required.

TYPICAL WORK ACTIVITIES:

Provides assistance to both remote site and walk-in facility users regarding software, basic hardware operation and its capabilities;

Conducts information and training sessions to enable personnel to develop and maintain skills in the utilization of the systems and applications;

Reviews and investigates user complaints and attempts to identify the source of the problem;

Refers complex problems to the appropriate staff or supervisor;

Assists users in effective utilization of offered capabilities and in the operation of equipment;

Maintains records that are necessary for determining maintenance, operating efficiency and cost;

Maintains LOGIN ID's, passwords and authorizations to access data;

Assists departments in solving problems by providing basic information usually covered in initial training.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Good knowledge of modern principles and practices of business, office procedures and the data processing environment;

Working knowledge of modern methods, principles and techniques of data processing and data communications;

Working knowledge of data processing equipment capabilities;

Ability to provide basic training or expanded procedures of the system;

Ability to establish and maintain effective working relationships;

Ability to communicate effectively, both orally and in writing;

Ability to lead discussions and make formal presentations;

Ability to organize and present thoughts and procedures in a clear, concise and thorough manner;

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 a Bachelor's Degree or higher in business, computer science or closely related field which must have included at least 18 credit hours in computer science; OR

B) Graduation from a regionally accredited or New York State registered college or university with an Associates degree in business, computer science or closely related field which must have included at least nine (9) credit hours in computer science and either:

1) Two years of experience in the operation of micro, mini or mainframe computers; or

2) Two years of managerial or supervisory experience in a data processing environment; OR

C) Four years experience involving the operation of a data processing machine such as a micro, mini or mainframe computer and/or programming in a standard language; OR

D) An equivalent combination of training and experience as indicated between the limits of A), B) and C) above.

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COMPETITIVE