

DEPARTMENT: ALL APPLICABLE
CLASSIFICATION: COMPETITIVE
APPROVED: JANUARY 15, 2014

MICRO COMPUTER SPECIALIST

DISTINGUISHING FEATURES OF THE CLASS: The work involves the coordination of the installation, maintenance and control of microcomputer site's equipment, terminals and phases of microcomputer site development, personnel training, operation and evaluation of the efficiency of installations. The incumbent is involved in help-desk support duties, user support, network administration, data communications, telecommunications, business/systems analysis, and microcomputer repair and operation. When assigned at the Niagara County Sheriff's Office, the incumbent must be willing to work in a jail environment in close proximity to inmates. Work is performed under the supervision of a Senior Computer Programmer and/or assigned superiors. This position will directly supervise Micro Computer Coordinators in the department. Does related work as required.

TYPICAL WORK ACTIVITIES:

1. Plans and assigns work, organizes work activities, maintains work standards and provides technical assistance to the Micro Computer Coordinators with the completion of Track-IT requests;
2. Provides staff support services including installation of equipment and maintenance of local area networks;
3. Performs help desk duties including providing first-line diagnostics/trouble-shooting, coordinating solutions, referrals, and follow-up;
4. Installs and recommends software and hardware updates and purchase requests;
5. Installs, sets up and supports the network PCs, printers, switches, hubs and routers.
6. Assists in the analysis of departmental activities and needs to determine cost-effectiveness of the use of data processing equipment;
7. Diagnoses and repairs computer and peripheral equipment; installs, configures and maintains all computer hardware, associate operating system software and peripherals; trains others to install, configure and maintain equipment and software; and evaluates new equipment, software and peripherals;
8. Runs network cables, terminates ends;
9. Configures equipment and completes cable interfaces, referencing wiring, diagrams and technical instructions and using special hand tools and testing equipment to validate proper performance;
10. Maintains network diagrams and data on the placements and wiring of network devices;
11. Participates in network administration including the design, installation, configuration and upgrading of LANS/WANS, implementing telecommunication networks, providing technical assistance and installing and configuring individual PC's and laptops to domains/LANS;
12. Provides training to new and existing staff relating to the use of microcomputers and their applications;
13. Responsible for coordinating microcomputer activities, services, and functions in IT department as well as others;
14. Assist users with Internet searches.
15. Runs diagnostic software programs to insure operational integrity of equipment;
16. Employs and supports land-based phone lines, fiber optics and wireless networks; applies telecommunications interface capabilities to data networks; and determines solutions for services;
17. Utilizes word processing, database management, spreadsheet, and data communications software;

CONTINUED

MICRO COMPUTER SPECIALIST CONTINUED

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES & PERSONAL CHARACTERISTICS: Good knowledge of the use and operation of personal computers and related peripheral equipment including the management of local area networks; good knowledge of common software used in personal computers; good knowledge of trouble-shooting techniques and the repair of personal computers, related peripherals, and local area networks; ability to communicate effectively both verbally and in writing; ability to follow verbal and written instructions and interpret and give verbal and written instructions; ability to interpret technical literature about changes in techniques and equipment; ability to evaluate and prepare reports; ability to establish and maintain effective working relationships; ability to supervise others in the use of personal computers and related peripheral equipment; ability to plan and schedule personal computer training activities; ability to troubleshoot personnel computer problems and perform minor maintenance and repair of hardware; ability to connect and set-up personnel computer to network, including network printers; good judgment; initiative; resourcefulness; tact; courtesy; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

SUGGESTED PROMOTIONAL QUALIFICATIONS:

Three (3) years of permanent competitive status as a Micro Computer Coordinator in addition to meeting the open-competitive qualifications.

OPEN COMPETITIVE QUALIFICATIONS:

Graduation from high school or possession of a High School Equivalency Diploma **and**

Graduation from a regionally accredited or New York State registered four year college or university with a Bachelor's Degree in computer science, information resource management, computer technology or related field; and one (1) year of full-time paid experience in the operation and maintenance of micro-computer equipment, which shall have involved local area network administration and the installation, maintenance and use of operation, word processing, utility software; **or**

Graduation from a regionally accredited or New York State registered college or university with an Associate's Degree in computer science, information resources management, microcomputer technology or related field and three (3) years of full-time paid experience in the operation and maintenance of micro-computer equipment, which shall have involved local area network administration and the installation, maintenance and use of operation, word processing, utility software.

NOTE: Candidates for appointment at the Niagara County Sheriff's Office will be required to undergo a State and national criminal history background investigation, which will include a fingerprint check to determine suitability for appointment. Failure to meet the standards for the background investigation may result in disqualification.