DEPARTMENT: **ALL APPLICABLE**
CLASSIFICATION: **COMPETITIVE**
APPROVED: **MARCH 12, 2026**

MICRO COMPUTER COORDINATOR

DISTINGUISHING FEATURES OF THE CLASS: This position involves responsibility for providing technical support for an organization's information technology needs. The details of the work vary according to location; however, generally this class of positions involves computer and/or telecommunications network installation, configuration, maintenance and repair, and/or help desk and user support. The incumbent may also operate a personal computer utilizing a variety of software and may do so for production work on a regular, routine basis. The incumbent may also analyze work processes and plan the computerization of manual work methods. The work is performed under the general supervision of a higher-ranking employee. The incumbent does not exercise supervision. Does related work as required.

TYPICAL WORK ACTIVITIES:

1. Installs, configures, monitors, maintains and repairs computer network components and other information technology equipment including, laptops, personal data assistants, and telecommunications equipment such as land based phone lines, and fiber optics and wireless networks;
2. Provides first line technical assistance to computer and telecommunication users including identifying and resolving computer hardware and software problems and telecommunications problems either directly or by contacting the appropriate specialist or manufacturer;
3. Provides follow up checks to ensure that user problems are satisfactorily resolved;
4. Manages network server usage and Internet and e-mail usage;
5. Operates a personal computer and peripheral equipment either on an occasional basis or for production work on a regular routine basis including developing reports, and preparing data for export and display;
6. Evaluates computer and other equipment requirements and makes purchase recommendations for a computer center or computer laboratory;
7. Analyzes work procedures to identify those which are adaptable to computer applications and devises/applies plans to upgrade from manual methods to computerized systems;
8. Develops operating instructions for computer users;
9. Provides computer hardware and software training to computer users as needed;
10. Creates and maintains logs, records and reports relative to the work performed;
11. Travels to various facilities to perform the above tasks.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Good knowledge of computer and telecommunications network installation, configuration, maintenance and repair; good knowledge of computer software relative to the work performed; working knowledge of work processes analysis; working knowledge of modern office terminology, procedures, and equipment; working knowledge of training methods and procedures; ability to install, configure, maintain and repair computer and/or telecommunications network components; ability to identify and resolve computer and telecommunications user problems; ability to establish and maintain effective working relationships with others; ability to understand, interpret and follow complex technical written instructions; ability to operate a personal computer and peripheral equipment in a manner consistent with the work performed; ability to evaluate equipment requirements and make purchase recommendations for a computer center or computer laboratory; ability to analyze work procedures to identify those which are adaptable to computer applications and devises/applies plans to upgrade from manual methods to computerized systems; ability to develop operating instructions for computer users; ability to demonstrate or provide instruction relative to computer or telecommunications equipment use; ability to create and maintain logs, records and reports relative to the work performed; sound judgment; integrity; tact; courtesy; physical condition commensurate with the demands of the position.

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MICRO COMPUTER COORDINATOR CONTINUED

MINIMUM QUALIFICATIONS:

PROMOTIONAL QUALIFICATIONS SCHOOL DISTRICTS: Two (2) years of permanent non-competitive status as a Media Associate in a school district under the jurisdiction of Niagara County Civil Service immediately preceding the date of appointment.

OPEN COMPETITIVE: Graduation from high school or possession of an equivalency diploma **and** one of the following:

1. Graduation with an Associate's Degree in computer science, computer technology, computer repair or a closely related field; **OR**
2. Two (2) years of full-time paid experience in computer or telecommunications network operation, installation, maintenance or repair; or help desk and computer user training and support.

NOTE: Degrees must have been awarded by a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S. Secretary of Education.

SPECIAL REQUIREMENT:
Candidates must possess a valid New York State Driver's license and it must be maintained throughout one's employment. Certain assignments made to employees in this class will require reasonable access to transportation to meet field work requirements made in the ordinary course of business in a timely and efficient manner.