

DEPARTMENT: ALL APPLICABLE
CLASSIFICATION: COMPETITIVE
APPROVED: JULY 21, 2022

MICRO COMPUTER SPECIALIST

DISTINGUISHING FEATURES OF THE CLASS: The work involves all phases of lifecycle management of computing devices such as replacement assessment, installation, maintenance, decommission, and control of a site's computing equipment and peripherals. Microcomputer site development, personnel training, operation, and continuous improvement is required as part of the job role. The incumbent will provide helpdesk support duties, user support, data communications, telecommunications, business/systems analysis, microcomputer repair and operation, assists in the administration of LAN/WAN, and utilize proper information technology cyber hygiene principles and practices. Work is performed under supervision of the Assistant Network Administrator and/or assigned superior. 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 support requests;
2. Performs helpdesk duties including managing tickets, recording requests, first-line diagnostics/troubleshooting, coordinating solutions, escalation, referrals, follow-up, and timely closure of tickets;
3. Installs and recommends software and hardware updates and purchase requests;
4. Provides staff support services including installation of equipment and maintenance of local area networks;
5. Creates, modifies, manages, and applies images to computing devices; installs and configures computing devices, software, peripherals, and approved endpoint protection;
6. Diagnoses and repairs computer and peripheral equipment; installs, configures and maintains all computer hardware, associated operating system software and peripherals; trains others to install, configure and maintain equipment and software; and evaluates new equipment, software and peripherals;
7. Assists in the analysis of departmental activities and needs to determine cost-effective use of information technology resources;
8. Structured network cable installation that meets applicable standards (i.e. EIA/TIA) as needed;
9. Maintains network diagrams and data on the placements and wiring of network devices;
10. Configures equipment and completes cable interfaces, referencing wiring, diagrams and technical instructions and using special hand tools and testing equipment to validate proper performance;
11. Participates in network administration including the design, installation, configuration and upgrading of LAN/WAN, 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 use of information technology equipment, software, and proper cyber hygiene principles and practices;
15. Runs diagnostic software programs to ensure operational integrity of equipment and software;
16. Employs and supports 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, connect, and join personal computer and peripherals to network, 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 an equivalency diploma **and** one of the following:

1. Graduation 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 operating systems, spreadsheets, word processing, and utility software; **or**
2. Graduation 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 operating systems, spreadsheets, word processing, and utility software.

SPECIAL REQUIREMENT: Candidates for appointment will be required to undergo a state and national criminal history background investigation, which will include a fingerprint check to determine suitability for appointment. 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. Failure to meet the standards for the background investigation may result in disqualification.

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.