

MICROCOMPUTER SUPPORT SPECIALIST I

NATURE OF WORK

This is responsible technical work in the use and development of microcomputer hardware and software used to support the City and County microcomputer environment.

Work involves responsibility for providing technical assistance to City and County customers in the use of end-user oriented microcomputer applications and word processing programs. Work also includes use of new hardware and software. Work is performed under the general supervision of the Microcomputer Support Supervisor.

EXAMPLES OF WORK PERFORMED

Provides technical assistance to microcomputer customers for end-user oriented microcomputer applications and word processing software.

Provides technical assistance to e-mail customers to include upgrades, installations, performance monitoring and development of applications.

Designs and develops customer applications for microcomputers; meets with customers to determine program requirements; prepares documentation and related information.

Installs new hardware and software packages in order to upgrade existing systems; trains customers in the use of hardware and software.

Researches and resolves reported problems; diagnoses microcomputer and word processing problems in hardware and software; performs repairs as needed.

Assists in the evaluation of new systems software packages and new hardware.

Maintains records of projects, hardware and software.

Performs related work as required.

DESIRABLE KNOWLEDGES, ABILITIES AND SKILLS

Knowledge of the functions and capabilities of computer hardware.

Knowledge of software installation and maintenance.

Knowledge of e-mail related hardware and software to include installation and maintenance.

Knowledge of data base management, systems and technology.

Ability to analyze problems and organize their component parts into logical steps.

Ability to establish and maintain effective working relationships with supervisors, co-workers and customers.

Ability to manage multiple responsibilities concurrently.

Ability to communicate effectively both orally and in writing.

Ability to utilize technical manuals relating to programming languages, system operations and data base management.

DESIRABLE TRAINING AND EXPERIENCE

Graduation from a senior high school or equivalent and experience in the use of microcomputers and microcomputer software.

MINIMUM QUALIFICATIONS

Graduation from a senior high school or equivalent and some experience in the use of microcomputer equipment; or any equivalent combination of training and experience which provides the desirable knowledges, abilities and skills.

Approved by: _____
Department Head

Personnel Director

6/94
Title Change: 8/96
Revised: 9/01