

LANCASTER COUNTY  
OFFICE SYSTEMS SPECIALIST

0334

NATURE OF WORK

This is responsible technical work using computer programs, programming techniques, and coordinating the use of microcomputers within a total departmental operation and assisting employees in the use of such equipment.

Work involves implementing, coordinating, and participating in the use of the criminal justice system microcomputers and automated office equipment; analyzing and determining departmental computer program needs; developing computer programs; training and assisting employees in the use of automated equipment and programs; and acting as departmental liaison to Information Services. Work includes planning, organizing, assigning and supervising the work performed by subordinate clerical and accounting staff; interviewing, hiring and evaluating subordinates. Supervision is received from a technical or administrative superior. Assignments are received in the form of generalized instructions with work being reviewed in the form of reports submitted and results achieved. Supervision may be exercised over subordinate staff.

EXAMPLES OF WORK PERFORMED

Develops program techniques on the microcomputer in order to track financial and statistical information; revises and updates programs in order to continually provide information efficiently.

Reviews and analyzes department operations in order to determine equipment and programming needs; recommends software packages and equipment to meet the department's needs.

Trains employees in the use of software, microcomputers and other automated office equipment; provides assistance to employees involved in the operation of microcomputers and related equipment; prepares technical reports and instructional manuals.

Troubleshoots functional problems and makes minor equipment adjustments when possible.

Serves as liaison to Information Services; coordinates special requests and project with Information Services.

Analyze work methods of subordinate staff and develop and implement improved work procedures.

Plan, organize, supervise and assign the work performed by subordinates; coordinates work flow to and from subordinate staff, interview, hire and evaluate subordinates.

Performs related work as required.

### DESIRABLE KNOWLEDGES, ABILITIES AND SKILLS

Considerable knowledge of the operation of microcomputers, printers, and other automated office equipment.

Knowledge of the Criminal Justice System and operation.

Knowledge of microcomputer "state-of-the-art" trends and innovations.

Knowledge of the principles, practices, and procedures of office management.

Knowledge of organizational and administrative policies and procedures.

Knowledge of the basic principles of bookkeeping and financial recordkeeping procedures.

Ability to plan, organize, and assign the work of subordinate employees.

Ability to plan for and meet the needs of the department through the use of microcomputers and other automated office equipment.

Ability to implement programs and files using the microcomputer to meet departmental needs.

Ability to establish and maintain effective working relationships with coworkers, subordinates and the general public.

Ability to communicate effectively both orally and in writing.

Ability to make minor repairs to microcomputers and peripherals.

Skill in the operation of microcomputers and other office equipment.

### DESIRABLE TRAINING AND EXPERIENCE

Graduation from a senior high school or equivalent supplemented by college-level course work in public or business administration, business management, computer science, criminal justice or related field plus experience in the operation of microcomputers manipulating large volumes of financial and statistical data including experience in the maintenance of accounting records.

MINIMUM QUALIFICATIONS

Graduation from a senior high school or equivalent plus some experience in the operation of microcomputers manipulating large volumes of financial and statistical data; or any equivalent combination of training and experience which provides the desirable knowledges, abilities and skills.

Approved by: \_\_\_\_\_  
Personnel Director

10/01

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