



CLASSIFICATION NO. 678
Established: 7/99
FLSA: Non-Exempt
EEO: 3

MICROCOMPUTER SPECIALIST 1

CLASS CHARACTERISTICS

Under general supervision, to install, test and repair maintain limited microcomputer hardware and software systems; to provide training and general support to microcomputer users; and to do other work as required.

DISTINGUISHING CHARACTERISTICS

The Microcomputer Specialist series provides microcomputer support either for the Technology Services Department or for a specific department. At the department level, the Microcomputer Specialist 1 and 2 support microcomputers and department-specific local area networks (LANs). Technology Services uses all three levels within the series to support general county operations. The Microcomputer Specialist, Senior assists only Technology Services to provide wide area network (WAN) support and total county connectivity.

The Microcomputer Specialist 1 is responsible for the installation, maintenance, and minor repair for less complex microcomputer hardware and software systems such as department systems with general software applications or a small number of workstations. Incumbents diagnose routine microcomputer problems such as general operating system errors.

The Microcomputer Specialist 1 differs from the Microcomputer Specialist 2 which is responsible for complex systems and LANs. The Microcomputer Specialist 1 also differs from the Microcomputer Analyst and Microcomputer Programmer/Analyst who designs and administers microcomputer applications and databases at the department level.

TYPICAL TASKS

Duties may include but are not limited to the following:

1. Sets up, installs, and relocates microcomputers and related equipment, including printers, modems, hard disks, and modules; coordinates system configuration to ensure uniformity among county departments; installs and upgrades microcomputer operating systems software, assists in executing data exchanges between microcomputers.
2. Instructs users in backup procedures and diagnosis of minor software problems; diagnoses microcomputer problems by telephone and on-site at user departments; identifies cause of system or equipment failure; initiates corrective action and/or coordinates repair services.
3. Runs diagnostic tests to ensure system integrity following installation and/or upgrading; diagnoses and resolves hardware and operating system problems; makes minor repairs to hardware, such as replacing fans, floppy drives, and NIC's; serves as liaison with vendors for repair and maintenance activities.

4. Trains user department personnel in the proper care and general maintenance of microcomputer equipment; assists in developing backup and security procedures.
5. Maintains inventory and logs of microcomputer equipment at user departments, including hardware and software characteristics, release levels, patches and updates, reference documentation of installation and operational manuals and procedures, and cabling schematics.

REQUIRED KNOWLEDGE AND SKILLS

Working knowledge of: Principles and practices of office automation; basic theory of electronics; concepts, capabilities and components of microcomputers and related equipment; configuration for terminals, printers, modems and data interface units; applicable software, release levels and compatibility with existing hardware and software; repair and maintenance procedures for various types of microcomputers and related equipment; basic math.

Some knowledge of: Data communication equipment, hardware, software, network design, operation, and installation; theory and fundamentals of mainframe computer operations and related equipment; training techniques.

Skill to: Communicate effectively, both orally and in writing; use diagnostic and testing tools to identify, diagnose and resolve microcomputer hardware and operating system software problems; install and remove microcomputers and related equipment; configure and assemble microcomputer hardware to exchange data with file servers and other microcomputers; maintain accurate and detailed records; convey technical information to persons at all levels of ability; establish and maintain effective working relationships with vendors, system users and County employees.

WORKING CONDITIONS

Incumbent typically works in a variety of setting and locations. Work requires the ability to bend, crawl, climb, stoop and be available at sites to provide client support in the installation, repair and maintenance of hardware and software. Incumbent must be able to lift or move personal computers, terminals and peripheral equipment which may weigh up to fifty pounds. Frequently works early and late hours to meet timelines, provide off-hour upgrade and maintenance, and respond to emergency situations.

Within the User Support Services and Technology Services Admin Divisions of Technology Services, duties require frequent standing, walking, squatting, kneeling, crawling, bending, twisting, climbing, lying down, reaching, grasping, fine motor control, and the ability to lift up to 55 pounds. Duties also involve occasional exposure to confined spaces, dust, and low lighting.

MINIMUM QUALIFICATIONS

Minimum qualifications are used as a guide for establishing the minimum experience, education, licensure, and/or certifications required for employment in the classification. The following minimum qualifications are established for this classification. Additional minimum qualifications and special conditions may apply to a specific position within this classification and will be stated on the job announcement.

Experience: A minimum of one (1) year of related experience that would provide the required knowledge and skills to perform the responsibilities of this position.

Licenses/Certifications: None Required.

PRE-EMPLOYMENT REQUIREMENTS

Positions within the County's Criminal Justice agencies must successfully pass an extensive background investigation which may include national fingerprint records check; some positions within Non-Criminal Justice agencies must successfully pass a criminal history check which may include national or state fingerprint records check.

All positions within the County's Criminal Justice agencies must pass a pre-employment drug test.

Within the User Support Services and Technology Services Admin Divisions of Technology Services, employment is contingent upon passing a post-offer physical assessment. Accommodation requests will be reviewed on an individual basis in compliance with State and Federal legislation.

Driving may be necessary for County business. For position(s) with occasional/incidental driving, incumbents must possess a valid driver's license. Accommodation requests for an acceptable alternative method of transportation will be reviewed on an individual basis in compliance with State and Federal legislation. For position(s) with regular driving, incumbent(s) must also possess and maintain an acceptable driving record throughout the course of employment.

Edited: 10/19