



MICRO COMPUTER SPECIALIST

DEPARTMENT: INFORMATION TECHNOLOGY

GRADE 19

CHARACTERISTICS OF THE CLASS:

Under the general direction of the Project Manager, performs technical and specialized work in the maintenance, repair and installation of microcomputer systems.

Provide desktop and help desk support to end users troubleshooting DOS, Windows 3.11, Windows 95, MS Office (Excel, MS Word, Access and PowerPoint) and various industry related software.

Basic knowledge of Windows NT Server and Workstation.

EXAMPLES OF ESSENTIAL FUNCTIONS:

1. Maintains and repairs computer equipment; installs, configures and maintains microcomputer hardware and software; performs routine and complex diagnostics.
2. Maintains an inventory of all computer equipment; places service calls for equipment repairs and ensures proper follow-up.
3. Provides technical support and training for end users; solves complex software problems.
4. Resolve connectivity problems with hardware and networking environment.
5. Perform basis administration of Email and network operating system.

NOTE: The examples of essential functions as listed in this classification specification are not necessarily descriptive of any one position in the class. The omission of an essential function of work does not management from assigning duties not listed here in if such functions are a logical assignment to the position.

REQUIREMENTS:

A. Training and Experience:

Bachelor's Degree from an accredited college or university in Computer Science or related field; supplemented by two (2) years of work experience with micro computing hardware and software; or and equivalent combination of training and experience. Experience should include the use of, and troubleshooting experience with Windows 3.11, Windows 95, Netware 3.x/4x, Windows NT, MS Office (Excel, MS Word, Access and PowerPoint) and various industry related software.

B. Knowledge, Abilities and Skills:

Knowledge of computer programming, systems analysis, program planning and project development.

Knowledge of PC hardware and software systems.

Knowledge of PC architecture including ISA, EISA, Micro Channel and PCI.

Knowledge of Windows NT 4.0

Knowledge of DOS, Office automation software and Windows Operating systems.

Knowledge of networking and local area networking.

Knowledge of current hardware and software trends in the industry.

Ability to utilize strong analytical skills and problem solving methods.

Ability to communicate effectively, orally and in writing and to write concise and clear reports.

Ability to relate technical information to non-technical personnel.

C. Physical Requirements: 4

D. Environmental Requirements: 1

E. Sensory Requirements: 2, 6, 7, 8, 9