

COMPUTER TECHNICAL ASSISTANT

DISTINGUISHING FEATURES OF THE CLASS: This is a technical position responsible for the efficient functioning of stand alone and networked systems. The incumbent assists and trains staff who has access to internal and outside agency databases or networks. An incumbent also operates and makes minor repairs on computers and related peripheral equipment. The work is performed under the general supervision of a higher-level staff person, with leeway allowed for the exercise of independent judgement in carrying out the details of the work. Supervision over the work of others is a minor responsibility of employees in this class. Does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative Only)

- Installs and maintains administrative and system operating software for department computers;
- Maintains operating system client access and anti virus software and security patches;
- Responsible for issuing and monitoring terminal security for users of outside agency systems throughout the department, including satellite offices;
- Trains personnel in the use of computer hardware, including magnetic tape and disk handling, printer set-up and operation, uploading and downloading of files from and to outside agencies;
- Assists users having difficulties correctly entering information into computer system;
- Meets with supervisors and determines the best approach for solving difficult problems with the system;
- Ensures all work necessary to meet deadlines is met by users of the system;
- Prepares documentation, for users of on-line terminals, that provide direction for use of electronic office and administrative software;
- Reviews computer inputs/outputs with personnel to determine problems, examine context and to maximize utilization;
- Coordinates and logs hardware-related problems and resolves them with the computer vendor to ensure ongoing computer reliability;
- Coordinates and resolves department problems associated with hardware, software, training and production;
- Liaison to software vendors or agencies to ensure timely implementation of hardware, software, communications, training, etc;
- Debugs and reviews new programs to assure completion according to predetermined requirements;
- Analyzes the flow of information between the data center and the various units participating in the data processing system;
- Revises existing software packages to adapt to changes in administrative processing and procedures;

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Operates a computer and related peripheral equipment in compiling and processing data for a variety of statistical and financial reports;

Trains and confers with employees to ascertain the nature of projects, the form of source information and form of results required;

Prepares input and output memory layouts and block diagrams to show sequence of computations for problem solution on computer and related peripheral equipment;

Consults with superiors and reports problems and deviations affecting workload and scheduling;

Uses previously designed and stored programs to set up and make changes in standard forms and/or variable documents by manipulating keyboard-activated cursors on display screen.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Good knowledge of the use and operation of a computer and related peripheral equipment; working knowledge of office terminology and procedures; ability to adapt purchased software to existing applications; ability to manually manipulate an alpha-numeric keyboard at a satisfactory rate of speed; ability to operate a computer; ability to understand and follow oral and written instructions; ability to plan and schedule data processing activities; ability to instruct others in the use and adaptability of purchased software to financial and statistical record keeping; accuracy.

MINIMUM QUALIFICATIONS: Either:

- (A) Graduation from a regionally accredited or New York State registered college or university with a Bachelor's Degree, including or supplemented by twelve (12) credit hours in the fields of computer science or computer technology; **OR**
- (B) Graduation from a regionally accredited or New York State registered college or university with an Associate's Degree, including or supplemented by six (6) credit hours in the fields of computer science or computer technology **AND** two (2) years of experience in the operation of a mainframe or micro-computer, which involved the creation and/or maintaining databases and peripheral equipment; **OR**
- (C) Graduation from high school or possession of a high school equivalency diploma **AND** four (4) years of experience as described in (B) above.

NOTE: Verifiable part-time and/or volunteer experience will be pro-rated toward meeting full-time experience requirements.