

Jurisdiction: Oneida County &
Schools
Jurisdictional Class: Competitive
Adopted: 4/1/98

SENIOR MICRO-COMPUTER SPECIALIST (TRAINING)

DISTINGUISHING FEATURES OF THE CLASS: This position exists at Oneida County and also in the Regional Information Center at BOCES. The position involves responsibility to assess and train staff on small micro-computer systems, to implement and adapt micro-computer software for their individualized use in processing data. An incumbent also operates micro-computers and related peripheral equipment, and solves problems associated with hardware and software. This position differs from Micro-Computer Specialist (Training) in that the senior-level incumbent has gained expertise to handle more complex situations and problems, and also acts as team leader in the development of new software programs and other new systems for implementation. The work is performed under general supervision of the Department Head, Director of Data Processing Services, or the Assistant Director of the Regional Information Center, with leeway allowed for the exercise of independent judgement in carrying out the details of the work. Super-vision is exercised over Micro-Computer Specialists (Training) and other subordinate technical support personnel. Does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative Only)

Trains personnel in the use of micro-computer hardware including disk handling, printer setup, and operation;
Supervises subordinate technical support personnel;
Acts as team leader in the development of new software programs and other new systems for implementation;
Conducts in-service training for in the use of software and administrative applications;
Coordinates and resolves problems associated with hardware, software, training, and production;
Ensures timely implementation of hardware and software, training and production;
Explains revisions in existing software packages to adapt to changes in administrative processing and procedures;
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 cursers on display screen;
Receives training requests and forwards for review;
Evaluates training needs;
Develops curriculum to meet training needs;
Coordinates training schedules;
Makes recommendations for additional training, as needed;
Provides continuing telephone support for staff.

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FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES, AND PERSONAL CHARACTERISTICS: Good knowledge of the use and operation of micro-computers and related peripheral equipment; good knowledge of the application of computer equipment to accounting and statistical problems; working knowledge of office terminology and procedures; ability to adapt purchased software to existing applications; ability to plan and supervise the work of other; ability to manually manipulate an alpha-numeric keyboard at a satisfactory rate of speed; ability to operate a micro-computer; ability to understand and follow oral and written instructions; ability to plan and schedule micro-computer training activities; ability to instruct others in the use of micro-computers and the adaptability of micro-computers and 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) semester credit hours in the fields of computer science, computer technology, data processing or a closely related field **AND** one (1) year of micro-computer experience; **OR**
- (B) Graduation from a regionally accredited or New York State registered year college or university with an Associate's Degree, including or supplemented by six (6) semester credit hours in the fields of computer science, computer technology, data processing or a closely related field, **AND** three (3) years of micro-computer experience; **OR**
- (C) Graduation from high school or possession of a high school equivalency diploma **AND** five (5) years of micro-computer experience; **OR**
- (D) An equivalent combination of training and experience, as defined by the limits of (A) through (C) above.

NOTE: Successful completion of additional credit hours in computer science, data processing or a closely related field, from a regionally accredited or New York State registered college or university, may be substituted for work experience above as follows: 3 credit hours = 1 month of experience.

NOTE: Part-time or volunteer experience will be pro-rated toward meeting the minimum qualifications.