MICROCOMPUTER TECHNICIAN

Department: **Chemung County Library District**
Classification: **Competitive**
Adopted: **February 2, 2016**
By: **Regional Civil Service Commission**

DISTINGUISHING FEATURES OF THE CLASS: This is a technical support and application programmer/analyst position focused on adapting microcomputers to department and user needs. The incumbent works from problem definition to implementation and support for the system designed. The work includes the application of both microcomputer hardware and software to meet the specific needs of the Library District. The incumbent may be required to develop course outlines and to provide training to users of various hardware and software. The incumbent performs these duties under the supervision of the Network Technology Specialist.   Supervision is not a function of this position. Does related work as required.

TYPICAL WORK ACTIVITIES: (The following work activities are listed as examples only and in no event shall an employee be limited to only those examples listed here.)

- Provides training in the use of word processing, database, spreadsheets, utility, in-house developed and other software;
- Maintains a library of PC related manuals, documentation, publications, etc.;
- Collects information from the department requesting computer support and analyzes that information to determine current basic operational requirements;
- Defines and researches problems in terms of logical relationships, system constraints, compatibility requirements, basic objectives, related manual processes, space, impact on resources, etc.;
- Recommends microcomputer hardware and software to support users' needs;
- Develops files, screens, interactive programs, macros, templates, etc.;
- Sets up micro-computer hardware with the proper cabling and connections (including networking with other PC's and/or Mainframe systems), installs and tests software to insure that the entire system is fully operational);
- Tests and modifies new system software during parallel operation with current system to assure reliability;
- Develops and documents operational procedures;
- Communicates with vendors and other technical support personnel to aid in the solution of problems regarding microcomputer hardware and software;
- Performs research related to computer equipment/software, specifications and cost information for budgetary analysis and planning;
- Provides Help Desk support for computer users for hardware and software;
- Performs a variety of programming tasks using data base and spreadsheet software.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES, AND PERSONAL CHARACTERISTICS: Good technical knowledge of micro-computer hardware and software including PC-DOS, database, spreadsheet and word processing; Good technical ability and knowledge of changing technology; Good judgment; Ability to train users in the use of micro-computer hardware and software; Ability to learn and support new PC software; Ability to learn new micro-computer system configurations; Ability to establish and maintain effective working relationships; Ability to communicate effectively both orally and in writing; Good knowledge of programming techniques and concepts, including micro-computer and mainframe software: database, spreadsheets, word processing, and related languages; Physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS: Either:

A.   Graduation from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant an Associate's Degree in computer science, computer information systems, electrical technologies, mathematics or a closely related field; **OR**

B.   Graduation from high school, completion of a one (1) year business certificate program that includes computer coursework*** and** one (1) year of full-time paid (or the equivalent part-time and/or volunteer) experience with a variety of micro-computer hardware and software; **OR**

C.   Graduation from high school or possession of a high school equivalency diploma **and** two (2) years of full-time paid (or the equivalent part-time and/or volunteer) experience with a variety of micro-computer hardware and software.

*NOTE: The BOCES Computer Network Technology (Career & Technical Education) program has been deemed equivalent to the one year business certificate program that includes computer coursework.

SPECIAL REQUIREMENT: Applicants must possess a valid drivers' license or otherwise demonstrate the ability to meet the transportation requirements of the job.