



## **MICROCOMPUTER SPECIALIST**

**DEPARTMENT:** Financial and Management Services/Information Resources Management/Information Technology

### **NATURE OF WORK:**

Performs responsible technical work involving the effective use of microcomputers throughout county government.

Work includes assembling, installing, and troubleshooting microcomputers, ancillary equipment and software, and training county employees in the effective use of equipment and software. Work is performed under the general supervision of the Information Technology Administrator.

### **ESSENTIAL FUNCTIONS OF THE JOB:**

Assembles, installs, and troubleshoots microcomputers, printers, tape drives, modems, and other equipment; replaces defective parts; repairs and cleans equipments and components; performs preventive maintenance when possible.

Performs network installation and administration to include operating systems, network cards, concentrators and bridges/routers. Installs network wiring when required.

Works with vendors for the purchase of equipment and software and for finding answers to technical questions. Uses other sources for technical research such as CD-ROM databases and online services (BBS, internet, and fax back services).

Participates in continuing education through classroom training and conferences.

Processes all incoming orders for microcomputers, related equipment and software; works with Purchasing Office on equipment and software purchases. Evaluates needs of the end-user for recommendations and for purchasing the proper equipment. Suggests new standards in hardware and software. Assists in planning larger projects involving departmental upgrades, networks, etc. Monitors in-house stock of spare parts and prepares orders for replacements as needed.

Studies software packages; assists users in effective use and applications; answers questions from users; reprogram software, as needed. Optimizes operating systems and applications for each individual microcomputer. Tests and evaluates new software and hardware.

Provides initial training to users on microcomputers and software. Communicates training needs to Information Center Specialist.

Designs programs to satisfy user requirements or to solve identified problems; assists users in prototyping and applications.

Practices continuous learning through individual study, classroom training, seminars and conferences.

Performs work safely in accordance with departmental safety procedures and the County Safety Program. Operates equipment safely and reports any unsafe work condition or practice to supervisor.

Performs related work as required.

### **JOB LOCATION AND EQUIPMENT OPERATED:**

Duties are performed primarily in office settings. Requires driving personal vehicle to various work locations throughout the County. Operates test equipment and a variety of small hand tools. Operates general office equipment to include telephone, computer keyboard, copy machine, etc. Requires lifting and moving of heavy pieces of equipment.

### **REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:**

Thorough knowledge of the effective use of microcomputers, related equipment, and standard software, including Microsoft OfficeSuite, MS Windows NT, 2000, XP, 2000 server, databases, and communication software.

Considerable knowledge of new developments in microcomputers, related equipment, and software.

Considerable knowledge of the Internet, TCP/IP, network transport protocols, including Ethernet.

Considerable knowledge of computer programming methods and techniques.

Considerable knowledge of microcomputer and other equipment problems and components.

Ability to instruct others in the effective use of microcomputers, related equipment, and software.

Ability to establish and maintain effective working relationships with users and vendors.

Ability to make decisions and recommendations in accordance with established policies and procedures.

### **MINIMUM QUALIFICATIONS:**

Associates degree in computer science or related field, supplemented by training in the use and repair of microcomputers, and some experience working with microcomputers, networking, related equipment, and software; or any equivalent combination of acceptable education and experience providing the knowledge, abilities, and skills cited above.

### **NECESSARY SPECIAL QUALIFICATIONS:**

Must be able to provide own transportation for use in traveling to work sites outside the County Government Center. Requires flexibility in working schedule after normal working hours to accommodate emergencies and peak workloads.

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# IDENTIFICATION OF GENERAL APTITUDES AND PHYSICAL REQUIREMENTS

Position Title Microcomputer Specialist Position Number 513  
Department Financial and Management Services Division IRM/IT

The Americans with Disabilities Act requires that we identify the general aptitudes and physical requirements needed to perform the job listed above. Individuals who have the position must be able to perform all essential job functions unaided or with reasonable accommodation.

**I. Mental Abilities:** General learning ability. The ability to “catch on” or understand instructions and underlying principles.

- Ability to reason and make judgments
- Ability to understand and follow oral instruction
- Ability to understand and follow written instruction
- Ability to guide and/or give instructions
- Ability to make decisions in accordance with established procedures and policies
- Not essential to job function

**II. Verbal Abilities:** Ability to understand meanings of words and ideas associated with them and to use them effectively. To comprehend language, to understand relationships between words, and to understand meanings of whole sentences and paragraphs. To present information or ideas clearly.

## 1. Speaking/Talking:

- Answering telephone, radio, or switchboard
- Communicating with County officials
- Communicating with general public
- Communicating with vendors
- Communicating with supervisors and/or with other employees
- Communicating with others \_\_\_\_\_
- Not essential to job function

## 2. Hearing/Listening:

- Ability to distinguish between different tones
- For communication with County officials, public, vendors, supervisors and/or other employees
- Not essential to job function

## 3. Reading: (ability to read and understand text)

- Essential to job function
- Not essential to job function

**III. Numerical:** Ability to perform arithmetic operations quickly and accurately.

- Ability to mentally perform accurate two digit calculations
- Ability to perform accurate calculations aided by a calculator, adding machine or measurement device
- Not essential to job function

**IV. Spatial Abilities:** Ability to comprehend forms in space and understand relationships of plane and solid objects. May be used in such tasks as blue print reading and in solving geometry problems. Frequently described as the ability to “visualize” objects of two or three dimensions, or to think visually of geometric forms.

- Essential function
- Not essential function

**V. Motor Coordination:** Ability to coordinate eyes and hands or fingers rapidly and accurately in making precise movements with speed. Ability to make a movement response accurately and quickly.

**1. Manual Dexterity:** Ability to move the hands easily and skillfully. To work with the hands in placing and turning motions.

- |  |  |
|--|--|
| <input checked="" type="checkbox"/> Use telephone      | <input checked="" type="checkbox"/> Manipulate computer keyboard and mouse |
| <input type="checkbox"/> Use switchboard               | <input type="checkbox"/> Use postage machine                               |
| <input checked="" type="checkbox"/> Use radio/console  | <input checked="" type="checkbox"/> Use hand tools                         |
| <input checked="" type="checkbox"/> Use a calculator   | <input checked="" type="checkbox"/> Use power tools                        |
| <input checked="" type="checkbox"/> Use a copy machine | <input checked="" type="checkbox"/> Other: Cell Phone                      |
| <input checked="" type="checkbox"/> Use a fax machine  | <input type="checkbox"/> Not essential to job function                     |

**2. Finger Dexterity:** Ability to move the fingers and manipulate small objects with the fingers rapidly or accurately. For example: electrical wiring.

- Essential to job function
- Not essential to job function

Explain: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**VI. Physical Demands:**

**1. Strength:** The quality, state or property of being strong. The power to withstand strain, force or stress.

Please check (✓) in appropriate boxes below.

Ability to manipulate materials and/or equipment (lbs)							Frequency of Manipulation		
	5-	5-10	10-15	15-25	25-50	50+	Occasionally	Frequently	Continuously
<b>Lift</b>					✓			✓	
<b>Push/Pull</b>						✓		✓	
<b>Hold/Carry</b>					✓			✓	

Manipulation done from:  ground to waist     waist level     waist to shoulder     above shoulder  
(Check all that apply)

Not essential to job function:  Lift     Push/Pull     Hold/Carry (Check all that apply)

**2. Climbing:** To move up or mount by using the hands or feet.

- | <u>Ladders</u>  | <u>Stairways</u>                                       | <u>Steps</u>   |
|---|--|--|
| <input checked="" type="checkbox"/> Step stool            | <input checked="" type="checkbox"/> 1 flight           | <input type="checkbox"/> 1-2                           |
| <input checked="" type="checkbox"/> 8' to 10' step ladder | <input type="checkbox"/> 2 flights                     | <input type="checkbox"/> 2-3                           |
| <input type="checkbox"/> Extension ladder                 | <input type="checkbox"/> 3 or more flights             | <input checked="" type="checkbox"/> 4 or more steps    |
| <input type="checkbox"/> Other _____                      | <input type="checkbox"/> Other _____                   | <input type="checkbox"/> Other _____                   |
| <input type="checkbox"/> Not essential to job function    | <input type="checkbox"/> Not essential to job function | <input type="checkbox"/> Not essential to job function |

**3. Ability to Stand, Sit, Walk, and Run:**

Please check (✓) in appropriate boxes below.

	Duration (hours/day)						Occasionally	Frequently	Continuously
	0-1	1-3	3-5	5-7	7-9	9+			
<b>Stand</b>	✓						✓		
<b>Sit</b>			✓					✓	
<b>Walk</b>	✓						✓		
<b>Run</b>									

If walking or running, over what type of terrain?  flat     rough     both

Not essential to job function:  Stand     Sit     Walk     Run (Check all that apply)

**4. Stooping, Kneeling, Crouching, and/or Crawling:**

To bend forward or down from the middle of the waist or the middle of the back, to bend downwards, to lower oneself and/or to move freely on hands and knees.

**Daily Amounts**

- 0-5x       5-20x       20-50x       50+x  
 Other \_\_\_\_\_       Not essential to job function

**5. Reaching, Handling, Fingering, and/or Feeling:**

To stretch out, extend, or put forth a bodily part. To touch or grasp something, by extending or stretching. To touch, lift, hold or operate with the hands.

**Daily Amounts**

- 0-5x       5-20x       20-50x       50+x  
 Other \_\_\_\_\_       Not essential to job function

**6. Seeing: To perceive or comprehend by the sense of sight.**

- Essential to job function: These characteristics are necessary(Check all that apply)
- Peripheral vision
- Night vision
- Focus (distinctness or clarity)
- Color perception (discriminate between colors)
- Depth perception (determine distance relationship between objects)
- Not essential to job function

**VII. Driving: The ability to transfer or convey in a vehicle.**

<b>Transmission</b>	<b>Standard</b>	<b>Automatic</b>	<b>Multi-Gears</b>
Car	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Van	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Small Truck	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Medium Truck	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Large Truck	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Truck w/Equipment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Heavy Bus Equipment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Not essential to job function	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Other (list) _____			