

PC SUPPORT ANALYST

Code No.: 4-18-329

COMPETITIVE

DISTINGUISHING FEATURES OF THE CLASS: This is a technical position responsible for supporting user organizations with the selection, adaptation, modification and purchase of personal computer (PC) software programs. The employee acts as a liaison to the consulting firm(s) responsible for developing and/or modifying customized and standard software programs. The employee is further responsible for training user organization employees in PC use and operation. The employee receives general supervision from an administrator. Supervision is not a responsibility of this class. Does related work as required.

TYPICAL WORK ACTIVITIES: (All need not be performed in a given position. Other related activities may be performed although not listed.)

Reviews available PC programs applicable to the organization and makes recommendation for purchase;

Coordinates modifications to programs with contract agency;

Trains user organization employees in PC operation;

Adapts existing data bases to new programs;

Analyzes program needs and systems requirements;

Maintains records and reports;

Surveys and maintains up-to-date knowledge of new trends and technology of PC hardware and software.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL

CHARACTERISTICS: Good knowledge of personal computer hardware and software; ability to make minor modifications to personal computer software programs; ability to adapt and modify data bases; ability to analyze user program needs and system requirements; ability to train users in PC operation; ability to recommend software programs for purchase; ability to resolve problems; ability to communicate effectively both orally and in writing; ability to establish and maintain effective professional relationships; initiative; good judgment; patience; dependability; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS: Graduation from high school or possession of a high

school equivalency diploma; PLUS:

- (A) Graduation from a regionally accredited or New York State registered college or university with an Associate's degree in Computer Science, Data Processing or closely related field; OR,
- (B) Graduation from a regionally accredited or New York State registered college or university with an Associate's degree or sixty (60) college credit hours, eighteen (18) credit hours of which shall have been in computer science or data processing; OR,
- (C) Two (2) years of paid full-time or its part-time equivalent experience in computer data processing activities such as computer operations, computer programming, or data processing marketing, OR;
- (D) Any equivalent combination of training and experience as defined by the limits of (A), (B), and (C) above.

SPECIAL REQUIREMENTS: Depending on the position duties, candidates for employment with the Monroe County Government will be required to pass a pre-employment drug test.

SPECIAL REQUIREMENT FOR APPOINTMENT IN SCHOOL DISTRICTS AND BOCES

Per Chapter 180 of the Laws of 2000, and by Regulations of the Commissioner of Education, to be employed in a position designated by a school district or BOCES as involving direct contact with students, a clearance for employment from the State Education Department is required.

ADOPTED: August 30, 1990