

COMPUTER SYSTEMS SPECIALIST

DISTINGUISHING FEATURES OF THE CLASS: This is technical work of a complex nature involving responsibility for coordinating and overseeing day-to-day systems-related operations, including those pertaining to user support. The work is distinguished from that of a Computer Systems Trainer in the greater complexity of the work, independent judgment, and oversight responsibilities. The work is performed under the general supervision of a manager or administrator. Does related work as required.

TYPICAL WORK ACTIVITIES:

Coordinates and oversees procedures and processes for providing technical support for day-to-day systems-related operations, including those that pertain local and New York State management information systems;

Responds to user inquiries for information, system support, such as technical computer systems matters, and system reports (e.g., creates templates and forms in Access and Excel, designs and revises databases in Access and Dbase, creates reports and imports data into Access, etc.);

Identifies system problems and resolves such problems by modifying processes, correcting deficiencies, etc.;

Develops and modifies computer system processes, as needed;

Oversees and participates in the testing and development of new computer applications and upgrades, as needed;

Prepares and maintains technical documentation regarding system operations, system training programs, and the analysis and resolution of computer systems problems;

Develops and implements introductory, basic, and advanced computer training programs consistent with software packages (e.g., Word, Access, Excel);

Oversees computer and information processing training programs and maintains appropriate training records and reports;

Assesses and makes recommendations regarding computer hardware and software needs;

Completes special administrative and technical projects, as assigned;

Prepares reports, as required.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Thorough knowledge of principles and practices of computer systems administration, including troubleshooting and systems development; thorough knowledge of the principles and practices of computer training; good knowledge of the development and maintenance of networks; ability to use, modify, and create technical training manuals; ability to train individuals and groups in the use of computer systems, especially as they pertain to specialized systems-related operations; ability to understand and interpret written material; ability to establish and maintain cooperative relations with others.

MINIMUM QUALIFICATIONS: A Bachelor's degree or higher in Computer Science, Management Information Systems, or related, and three (3) years of work experience in systems administration, network administration, computer application development, computer system support, and/or user support, or related, at least two (2) years of which must have substantially* included experience in computer training.

*Substantial is defined as more than one-third of work time.