

COMPUTER USER SERVICES COORDINATOR

DISTINGUISHING FEATURES OF THE CLASS: An employee in this class is responsible for coordinating computer user support activities in all county departments. The incumbent works under the general supervision of the Director of Information Technology and performs necessary analysis to identify equipment needed, writes hardware and software specifications, and trains and/or arranges training for personnel. The position differs from either Computer Programmer or Systems Analyst by the emphasis on providing assistance to computer users. The incumbent deals extensively with outside vendors securing systems costs and contacted services costs. Systems analysis and/or computer programming is performed to a limited degree; however, less time is spent in these areas than would be by Systems Analysts or Computer Programmers. The Computer User Services Coordinator prepares long range plans for updating/replacing software and hardware (desktop and network, oversees maintenance of hardware/software database). Supervision is exercised over the work of the Network Specialist and Computer Hardware Technician. Does related work as required.

TYPICAL WORK ACTIVITIES:

Coordinates the acquisition of microcomputer systems and local area networks by performing necessary analysis to identify equipment needed and may prepare specifications and test acquired equipment; Coordinates and conducts a training program in computer operation for personnel using microcomputer and/or mainframe general use packages such as payroll, spreadsheet, electronic mail, etc.;

Responds to user requests for assistance in software and hardware operation;

Meets with users and potential users to explain possible approaches to computerization and procedures for obtaining services from the Computer Services Department;

Prepares reports of activities and progress reports on projects for submission to department heads;

May design and code computer programs, in mainframe, mini or micro environment;

Prepares preliminary budget estimates for the unit;

Meets with vendors to discuss equipment available and outside technical representatives who contract for County services;

Oversees assignment of work performed by contracted vendors.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Thorough knowledge of the principles, techniques and concepts utilized in microcomputer systems analysis;

Thorough knowledge of microcomputer capacities, programming principles, techniques and concepts;

Thorough knowledge of software packages in use in the county;

Good knowledge of office terminology and procedures;

Good knowledge of computer programming;
Ability to perform close detail work;
Ability to plan and supervise the work of others in a manner conducive to high performance;
Ability to train others in the use of microcomputers and general use mainframe software packages;
Ability to prepare written material such as detailed narratives of proposed projects and progress reports;
Ability to understand and follow complex written and oral directions;
Ability to prepare budget estimates;
Ability to establish priorities and coordinate several different activities;
Tact;
Courtesy;
Patience;
Physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

- A) Graduation from a regionally accredited or New York State registered college or university with a Bachelor's Degree including or supplemented by 24 credit hours in computer science or programming and two years experience in computer programming, personal computer systems analyses, training computer users or local area network administration; OR
- B) Completion of 60 credit hours at a regionally accredited or New York State registered college or university which included or was supplemented by 12 credit hours in computer science and/or programming and four years of experience involving computer programming, personal computer systems analyses, training computer users, local area network administration; OR
- C) An equivalent combination of training and experience as defined by the limits of A) and B) above.

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COMPETITIVE