

MICROCOMPUTER SYSTEMS SUPPORT SPECIALIST 1**Nature of Work**

Under general supervision, performs routine technical work at the full-performance level, processing information of a program-specific nature. Contacts federal and state entities to transmit, receive or clarify data. Generates regular, standardized reports; may manipulate data to create special reports. Some program knowledge is required to perform duties; however, the ability to manipulate data on a personal computer is the desired trait. The employee works with packaged or customized software on a microcomputer and/or a terminal. There is little latitude to vary procedures. Performs related work as required.

Distinguishing Characteristics

Work at this level is characterized by the assignment of data support activities in a specific program area. May enter data, but work is primarily reviewing and analyzing information to chart trends, locate service problems, or detect data inconsistencies and determine the cause. Work is dominated by routine tasks of data collection, transmission, and correction for the purpose of monitoring programs for regulatory agencies, quality assurance, or funding levels.

Examples of Work

- Reviews data as a predominant duty; controls validity of data entered at out-stationed offices or may enter it at the time of review; stores valid data and contacts sources to correct or determine cause of irregularity.
- Submits regular runs for scheduled reports; manipulates data for other reports as requested.
- Transmits data via modem or other method to regulatory agencies or local offices.
- Confers with local, state, and federal offices concerning data transmission and analysis, changes in procedures, and other data issues.
- Attends meetings and seminars to learn new computer programs and procedures.
- May extract data for specific purposes such as case investigation or review of an office's reporting history.
- May design programs for office use, including spreadsheets, charts, and graphs.
- May travel to local offices to train personnel in data reporting.
- May compile basic data reporting manual which includes policy and procedure.

MICROCOMPUTER SYSTEMS SUPPORT SPECIALIST 1 (CONT'D)

Knowledge, Skills and Abilities

Knowledge of basic computer operation and capabilities.
Knowledge of agency function and operations.
Knowledge of arithmetic, geometry, and algebra.
Ability to learn the specific program to which assigned.
Ability to learn computer programs.
Ability to analyze figures and to determine cause of irregularities.
Ability to read and understand technical material.
Ability to communicate effectively, both orally and in writing.

Minimum Qualifications

TRAINING Successful completion of twelve hours of computer science.

SUBSTITUTION Two years of experience as listed below may substitute for the required training.

EXPERIENCE One year of full-time or equivalent part-time paid experience in data or wordprocessing including the creation of spreadsheets.

SUBSTITUTION Completion of a recognized course in computer science, computer programming, or data processing from an accredited business or vocational school may substitute for both the training and experience requirements.

OR

Additional college hours in computer science, business, mathematics, or communication may substitute through an established formula for the required experience.

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