

MICROCOMPUTER SYSTEMS SUPPORT SPECIALIST 2**Nature of Work**

Under general supervision, performs technical and routine administrative work at the full-performance level, processing information of a program-specific nature. Contacts federal and state entities to transmit, receive and clarify data. Generates regular standardized reports; manipulates data to create special reports. The employee works with packaged or customized software on a microcomputer and/or a terminal. Administers a well-defined project by creating and designing procedures, materials, and protocol to deliver a project-specific product to be utilized in training or day-to-day operations. Performs related work as required.

Distinguishing Characteristics

Work at this level is characterized by assignment of program responsibilities, which include data administration tasks such as overseeing the system, devising policy and procedure in relation to the program, developing training and documentation for users, and answering data analysis questions for management, regulatory agencies, and other in- and out-of-state contacts. Work is predominantly program and data analysis with an emphasis on creating and devising systems, further automation, and policy within the scope of program.

Examples of Work

Reviews and compiles data; researches various sources, computes figures, and determines their compliance with state and federal regulations or guidelines; 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.

Composes narrative reports for management and federal and state regulatory agencies; composes letter for Governor's, Commissioner's or other administrators signatures; may write policy statements.

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.

Evaluates new software, conducts needs analyses within the program area, writes specification for purchase of items,

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Examples of Work (cont'd)

and may travel to local offices to train staff in the use of new items.

Writes documentation for data submission.

May design and purchase new data systems.

Knowledge, Skills and Abilities

Knowledge of basic computer operation and capabilities.

Knowledge of agency function and operations.

Knowledge of mathematics, geometry, algebra, and basic statistics.

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.

Ability to train others in computer operation.

Minimum Qualification

TRAINING Successful completion of twelve hours of computer science.

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

EXPERIENCE Three years of full-time or equivalent part-time paid experience in data or wordprocessing including the creation and analysis 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 the training and one year of the experience;

OR

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

Established: 12/1/91

Effective: 12/1/91