

**MAJOR FUNCTION**

This is advanced technical work in analysis, evaluation, installation, maintenance, design and use of computer systems, programs and applications for networked personal computers located in a single department or on an enterprise-wise basis. Work is performed under the general supervision of an administrative superior and is reviewed for adherence to established work criteria and achievement of objectives.

**ESSENTIAL AND OTHER IMPORTANT JOB DUTIES****Essential Duties**

Provides installation and maintenance on various computer programs, applications and systems. Designs and develops procedures and computer schemes which will enhance the system. Discusses the needs with various departments or divisions within a department and develops computer systems which will aid them in the performance of their duties. Documents programs and systems. Trains and provides support to user personnel with respect to system procedures and operations. Designs forms for data entry. Analyzes and solves program and user problems. Assists in program planning and implementation. Analyzes documents, files, and reports related to work flow; organizes information into accessible work files. Performs related work as required.

**Other Important Duties**

Assists department personnel with personal computer, network problems and various computer software applications. Maintains user login documentation. Creates office automation. Performs other related work as required.

**DESIRABLE QUALIFICATIONS****Knowledge, Abilities and Skills**

Knowledge of computerized data processing applications. Knowledge of study and design techniques. Knowledge of documentation writing requirements and techniques. Considerable knowledge of the general functions of computer operations, programming activities, and computer languages. Knowledge of the standard policies and procedures applicable to a data processing center. Ability to keep oneself informed of major developments in the computer field. Ability to analyze and convert systems requirements into design specifications. Ability to cooperate with other persons involved in developing and implementing systems. Ability to conduct independent research and define results. Ability to provide user support and work independently or in a group environment.

**Minimum Training and Experience**

Possession of a bachelors degree in information systems, computer science, business or public administration or a related field and one year of experience that includes computer systems analysis or programming, using non-proprietary computer software applications or programs and troubleshooting and/or maintaining same applications or programs, or advising on and coordinating work directly related to computer application end product needs and providing training on the equipment and applications; or an equivalent combination of training and experience.

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