

Jurisdictional Class: Competitive  
Adopted: September 26, 1995  
Revised: December 19, 2017

**COMPUTER SPECIALIST**

**DISTINGUISHING FEATURES OF THE CLASS:** These duties involve responsibility for installing and modifying computer hardware, software, and related peripherals to various fiscal, administrative, and engineering operations. An incumbent develops individual programs, documents program logic, codes programs using software packages, revises existing purchased software, and tests and debugs programs. The position also involves operation, monitoring, and control of a computer network and related peripheral equipment. An incumbent may also be responsible for assisting in the analysis, design, configuration, installation, and administration of computer hardware and/or software in a networked computer environment. Duties include providing customer support and troubleshooting basic hardware and/or software problems. The work is performed under the general supervision of a higher ranking employee with leeway allowed for the exercise of independent judgment in carrying out assigned duties. Supervision may be exercised over the work of subordinate clerical employees. The incumbent does related work as required.

**TYPICAL WORK ACTIVITIES:** (Illustrative only)

Plans and designs new application systems to adapt business or statistical operations to computer processing;

Responds to questions from customers needing assistance, identifies problem source (hardware, software, or operator error), and resolves basic problems, and refers and discusses with supervisor as appropriate;

Interfaces with vendors concerning new systems and ongoing system support;

Confers with officials to ascertain the nature of projects, the form of source information, and the form of results required;

May prepare or modify computer aided drawings and maps for various town projects;

Maintains and updates, as necessary, system files or purchased software packages;

Develops application software from purchased packages and prepares input and output layouts;

Studies software documentation to ascertain installation and operational instructions;

Assists with the review of new system software applications prior to full implementation;

Assists with the review of performance issues and tuning of systems for optimum performance;

Assists with installing, maintaining, defining, organizing, controlling, and protecting hardware and software assets;

Analyzes problems in terms of factors such as type and extent of information to be transferred to and from computer, variety of items to be processed, and format of final output;

Consults with superiors and reports problems and deviations affecting workload and scheduling;

Develops custom software applications from purchased software for specific applications and related reports;

Develops word processing applications to fit letterhead and report format using purchased software;

Trains users and staff on the proper use of various software applications;

May maintain inventory of hardware and software;

Periodically evaluates equipment requirements and analyzes capability in relation to department needs.

## Computer Specialist

### **FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES, & PERSONAL CHARACTERISTICS:**

Good knowledge of computer systems and related peripherals;  
Good knowledge of computer programming principles, techniques, and concepts applied to commercially available software;  
Good knowledge of the use and operation of computers within local and wide area networks;  
Good knowledge of the application of various types of computer equipment to accounting, statistical, and engineering problems;  
Good knowledge of office terminology and procedures;  
Working knowledge of systems analyses applicable to computer programming;  
Working knowledge of design of currently popular computer software systems;  
Ability to translate and adapt administrative, financial, and engineering data and terminology to computer analysis using commercially available software;  
Ability to install and use purchased operating data base management system and utility computer software in a computer network;  
Ability to follow complex oral and written instructions.

### **MINIMUM QUALIFICATIONS:** Either:

- (a) Graduation from a regionally accredited or New York State registered college or university with an Associate's Degree in Applied Science in Electronic Data Processing, Computer Science, Computer Technology, or related field; or
- (b) Possession of at least thirty-six (36) credit hours from a regionally accredited or New York State registered college or university; eighteen (18) credits of which must have been in Computer Science, Computer Technology, or related field; and six (6) months of experience in the operation and maintenance of micro-computer equipment; or
- (c) An equivalent combination of training and experience as defined by the limits of (a), (b) above.