

**SENIOR COMPUTER SPECIALIST**

**DISTINGUISHING FEATURES OF THE CLASS:** The work involves responsibility for supervising and coordinating computer activities, services, and functions within the department or among departments. The incumbent is responsible for providing a variety of staff support services, including but not limited to equipment installation, maintenance of local and wide area networks, mainframe links and programming activities. The work is performed under general supervision with leeway allowed for the exercise of independent judgment. Supervision may be exercised over lower ranking clerical personnel. The incumbent does related work as required.

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

Supervises, trains, and evaluates the work of lower ranking clerical personnel;  
Coordinates maintenance links with the State Welfare System (WMS) and trains staff in its' operation;  
Evaluates and recommends acquisition of computer hardware and software to meet agency's needs;  
Participates in the planning for and the installation of computers and accessory equipment such as terminals and printers;  
Configures equipment and complete cable interfaces; referencing wire diagrams and technical instructions and using special hand tools and testing equipment to validate proper performance;  
Recommends hardware and software for acquisition after considering user needs and agency goals;  
Acts as Local Area Network Administrator;  
Provides training to new and existing staff regarding the use of computer equipment and software, including loading of printer forms and ribbons, loading and storing disk files, record retrieval and update;  
Operates, monitors and controls computer, network, server and peripherals devices;  
Maintains records on machine performance and contacts appropriate technical personnel in the event of machine or software malfunction;  
Performs normal daily maintenance tasks, such as file backups and restoration, and file reorganization as required by the various application procedures;  
May assign and control both the individual user and equipment security by the use of "sign on" procedures;  
Provides phone support for system users;  
Runs diagnostic software programs to insure operational integrity of equipment;  
Reports non-repairable equipment to vendor and obtains replacement;  
Moves computer equipment to various locations as necessary;  
Maintains and supervises use of AFIS and internal DSS security.

**FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:**

Thorough knowledge of principles, techniques and concepts of computer programming; use and operation of computers, including management of local area networks; mainframe/computer linkage, application of various types of computer equipment to accounting, statistical and database management problems; office terminology practice and procedures; good knowledge of principles and practices of supervision; ability to make minor repairs to computer equipment; advise and train others in computer operation and software applications; install and use purchased software; follow complex oral and written instructions; plan, assign and review the work of others; physical condition commensurate with the duties of the position.

## SENIOR COMPUTER SPECIALIST - CONTINUED

### MINIMUM QUALIFICATIONS:

- (a) Graduation from a regionally accredited or New York State registered college or university with a Bachelor's Degree in computer science, information resources management, computer technology or related field and two years of full-time paid experience in the operation and maintenance of computer equipment, which shall have involved programming and systems analysis activities, local area network administration and the installation and maintenance and use of operating word processing, data base management and utility software; or
- (b) Graduation from a regionally accredited or New York State registered college or university with an Associate's Degree in computer science, information resources management, computer technology or related field and four years of experience as described in (a) above; or
- (c) Graduation from high school or possession of a high school equivalency diploma and six years of experience as described in (a) above; or
- (d) An equivalent combination of training and experience as defined by the limits of (a), and (b) above.

Adopted: 02/04/2009