

PC NETWORK SPECIALIST

DEFINITION

Under direct supervision, responsible for planning, designing, implementing, testing, maintaining and consulting in the use of a computer system generally in a PC environment. Systems will be comprised of a combination of computer hardware, communications hardware and support software such as operating systems, data base managers, data communications managers, data dictionaries, word processing, spreadsheets and others. Performs related work as required.

EXAMPLES OF DUTIES

Responsible for configuring, testing and developing detailed standards once the hardware and/or software is selected. Also responsible for training and assisting in systems design and implementation. Responsible for maintaining equipment inventory and the problem/change system; maintain contact with end-user; troubleshoot telecommunications problems.

EMPLOYMENT STANDARDS

Education and Experience: Any combination of training and experience equivalent to a bachelor's degree in computer science, business administration or a related field and one year of experience supporting computer systems in a PC environment.

Knowledges and Abilities: Knowledge of the principles and techniques of computer programming; knowledge of computer application and machine usage and capabilities; ability to assist in the diagnoses of execution failures and other software/hardware problems; ability to use an effective troubleshooting technique; ability to provide end user training in Lotus, Wordperfect, Windows, electronic mail and basic PC concepts; ability to communicate effectively, orally and in writing, with many levels of clients; ability to work effectively with others.