

CITY OF OMAHA CLASS SPECIFICATION

No. 0225

MICROSYSTEMS SUPPORT SPECIALIST

NATURE OF WORK

This is technical work providing hardware and software support to the City's microcomputer users. Work involves participating in hardware installations and reconfiguration of existing hardware and in investigating hardware malfunctions, making diagnoses, and effecting or arranging their repair or replacement. An incumbent in this classification exercises considerable independence in the performance of duties and receives general guidance from a superior.

ESSENTIAL FUNCTIONS (Any one position may not perform all of the duties listed, nor do the listed examples include all of the duties that may be performed in positions allocated to this class.)

Installs new hardware, reconfigures existing hardware, and diagnoses and repairs personal computers and other related equipment or takes them out of service for repair or replacement.

Maintains a physical inventory of all hardware and software in use in the City's departments.

Compiles bid specifications for the acquisition of microcomputer hardware and software that will better accommodate user needs.

Performs other related duties as assigned or as the situation dictates within the scope of this classification.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of the operation and uses of computer hardware systems.

Knowledge of the features, capacities, and limitations of microcomputer equipment.

Knowledge of the principles and techniques in installing, maintaining, and repairing microcomputer systems.

Knowledge of microcomputer operating systems, network operating systems, and the uses of application programs and mainframes.

Knowledge of current and advancing technologies in microcomputer hardware and software packages.

Skill in installing or modifying hardware to meet user needs.

Skill in investigating hardware malfunctions and making needed repairs.

Ability to translate and impart technical terms and concepts to the end user.

Ability to understand oral or written instructions.

Ability to stand, walk, or lift from 51 to 75% of the time, to reach, bend, stoop, squat, kneel, crouch, crawl, push, pull, sit, or type from 26 to 50% of the time, and to climb and balance from 0 to 25% of the time.

Ability to use up to sixty (60) pounds of force up to 33% of the time to move objects such as computers, monitors, and related equipment, up to forty (40) pounds of force from 34 to 66% of the time, and to use up to twenty (20) pounds of force from 67 to 100% of the time to move objects.

EDUCATION AND EXPERIENCE (The knowledge, skills, and abilities above may be acquired through, but are not limited to, the following combination of education and/or experience.)

Two years of experience in the installation and repair of microcomputer hardware and user software support.

SPECIAL QUALIFICATIONS

Must be able to transport oneself or coordinate transportation to work sites throughout the City during the course of the work day.

WORKING CONDITIONS

Work is performed primarily in an office setting amid normal conditions of dust, odors, fumes, and noises; however, at times an incumbent in this classification is required to work in an industrial building setting, with or near electrical currents and moving mechanical parts, in high places or confined spaces, amid above normal conditions of fumes, odors, dust, and noises.

EQUIPMENT OPERATION (Any one position may not use all of the tools and equipment listed, nor do the listed examples comprise all of the tools and equipment that may be used in positions allocated to this classification.)

Computer	Pin Crimper
Printer	Breakout Box
Telephone	Hand Tools
Coaxial Crimper	Modem
Plug Presser	Diagnostic Card
Network Wiring Scanner	Optical Drives
Multimeter	Scanner
Logic Probe/Pulsar	Soldering Tools

Approved: 4-19-94
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