

**AUDITOR OF STATE**  
CLASSIFICATION  
SPECIFICATION

**CLASSIFICATION SERIES:**  
PERSONAL COMPUTER ADMINISTRATOR

**SERIES NO.:**  
6716

**MAJOR AGENCIES:**  
AUDITOR OF STATE ONLY

**EFFECT. DATE:**    **NEW EFF. DATE:**  
02/15/1998

**SERIES PURPOSE:**

THE PURPOSE OF THE PERSONAL COMPUTER ADMINISTRATOR OCCUPATION IS TO LOAD SOFTWARE, TROUBLESHOOT & REPAIR PERSONAL COMPUTERS USED BY STAFF IN ASSIGNED REGIONAL OFFICE/LOCATION & TRAIN STAFF IN PROPER USE OF PERSONAL COMPUTERS.

AT THE LOWER-LEVEL, INCUMBENTS PROVIDE FIRST-LINE TELEPHONE SUPPORT & ONSITE ASSISTANCE IN RESOLUTION OF HARDWARE & SOFTWARE PROBLEMS FOR STAFF IN THE COLUMBUS REGION ONLY, ASSIST IN PROVIDING HARDWARE & SOFTWARE TRAINING AS REQUIRED & ASSIST WITH HARDWARE & SOFTWARE UPGRADES & ROLL-OUTS.

AT THE HIGHER-LEVEL, INCUMBENTS PERFORM ALL THE DUTIES OF THE LOWER-LEVEL, INDEPENDENTLY CONDUCT HARDWARE & SOFTWARE TRAINING, INSTALL HARDWARE & SOFTWARE UPGRADES, ISOLATE HARDWARE PROBLEMS & ARRANGE REPAIR BY MAINTENANCE VENDOR & CAN BE ASSIGNED TO ANY ONE OF THE REGIONAL OFFICES.

**CLASS TITLE:**  
PERSONAL COMPUTER ADMINISTRATOR 1

**CLASS NUMBER:**  
67161

**EFFECTIVE DATE:**  
02/15/1998

**NEW EFFECTIVE DATE:**

**CLASS CONCEPT:**

THE DEVELOPMENTAL LEVEL CLASS WORKS UNDER GENERAL SUPERVISION & REQUIRES WORKING KNOWLEDGE OF COMPUTER & INFORMATION SCIENCE IN ORDER TO PROVIDE FIRST-LINE TELEPHONE SUPPORT & ONSITE ASSISTANCE TO RESOLVE PERSONAL COMPUTER HARDWARE & SOFTWARE PROBLEMS FOR STAFF IN COLUMBUS REGION/LOCATION ONLY.

**CLASS TITLE:**  
PERSONAL COMPUTER ADMINISTRATOR 2

**CLASS NUMBER:**  
67162

**EFFECTIVE DATE:**  
02/15/1998

**NEW EFFECTIVE DATE:**

**CLASS CONCEPT:**

THE FULL PERFORMANCE LEVEL CLASS WORKS UNDER DIRECTION & REQUIRES CONSIDERABLE KNOWLEDGE OF COMPUTER & INFORMATION SCIENCE IN ORDER TO DESIGN/CUSTOMIZE PERSONAL COMPUTER HARDWARE & SOFTWARE TRAINING FOR STAFF, INDEPENDENTLY INSTALL HARDWARE & SOFTWARE UPGRADES, ISOLATE HARDWARE PROBLEMS & ARRANGE REPAIR BY MAINTENANCE VENDOR & PERFORM ALL DUTIES ASSIGNED TO LOWER-LEVEL CLASS, BUT CAN BE ASSIGNED IN ANY GIVEN REGION OF STATE.

<b>CLASS TITLE:</b> PERSONAL COMPUTER ADMINISTRATOR 1	<b>CLASS NO.:</b> 67161	<b>BARG. UNITS:</b> 051
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**EFFECTIVE DATE:**

02/15/1998

**NEW EFFECTIVE DATE:**

**JOB DUTIES IN ORDER OF IMPORTANCE: (THESE DUTIES ARE ILLUSTRATIVE ONLY. INCUMBENTS MAY PERFORM SOME OR ALL OF THESE DUTIES OR OTHER JOB-RELATED DUTIES AS ASSIGNED.)**

IN COLUMBUS REGION/LOCATION ONLY, PROVIDES FIRST-LINE TELEPHONE SUPPORT FOR PERSONNEL TO RESPOND TO QUESTIONS, NEED FOR ASSISTANCE/REPAIR & OTHER MATTERS RELATED TO PERSONAL COMPUTER OPERATIONS, PROVIDES ONSITE ASSISTANCE TO IN HARDWARE PROBLEMS TO MAINTENANCE & REPAIR VENDOR.

ASSISTS HIGHER-LEVEL PERSONAL COMPUTER ADMINISTRATOR IN PROVIDING PERSONAL COMPUTER HARDWARE & SOFTWARE TRAINING TO STAFF AS REQUIRED; ASSISTS HIGHER-LEVEL PERSONAL COMPUTER ADMINISTRATOR WITH INSTALLATION OF PERSONAL COMPUTER HARDWARE & SOFTWARE UPGRADES & PARTICIPATES IN ROLL-OUTS.

ADMINISTERS, CONTROLS & MAINTAINS PERSONAL COMPUTER INVENTORY FOR COLUMBUS REGION OR ASSIGNED LOCATION THEREIN; MAINTAINS DAILY CALL LOGS & SUBMITS WEEKLY TO SUPERVISOR; RUNS & REPAIRS CABLING; PERFORMS EQUIPMENT ADJUSTMENTS AS REQUIRED.

**MAJOR WORKER CHARACTERISTICS:**

KNOWLEDGE OF COMPUTER & INFORMATION SCIENCE; STAFF TRAINING & DEVELOPMENT\*. SKILL IN USE OF PERSONAL COMPUTER & PERIPHERAL EQUIPMENT. ABILITY TO INTERPRET VARIETY OF TECHNICAL COMPUTER MANUALS &/OR INSTRUCTIONS; COMMUNICATE VERBALLY ON TECHNICAL & NON-TECHNICAL MATTERS; GATHER, COLLATE & CLASSIFY INFORMATION ABOUT DATA, PEOPLE OR THINGS; COOPERATE WITH CO-WORKERS ON GROUP PROJECTS.

(\*)DEVELOPED AFTER EMPLOYMENT.

**MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:**

COMPLETION OF TWO-YEAR TECHNICAL PROGRAM OR COMPLETION OF UNDERGRADUATE CORE PROGRAM IN COMPUTER & INFORMATION SCIENCE.

-OR EQUIVALENT OF MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT NOTED ABOVE.

**TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT:**

NOT APPLICABLE.

**UNUSUAL WORKING CONDITIONS:**

WORK INVOLVES OPERATION OF PERSONAL COMPUTERS FOR LONG PERIODS OF TIME.

<b>CLASS TITLE:</b> PERSONAL COMPUTER ADMINISTRATOR 2	<b>CLASS NO.:</b> 67162	<b>BARG. UNITS:</b> 051
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**EFFECTIVE DATE:**

02/15/1998

**NEW EFFECTIVE DATE:**

**JOB DUTIES IN ORDER OF IMPORTANCE: (THESE DUTIES ARE ILLUSTRATIVE ONLY. INCUMBENTS MAY PERFORM SOME OR ALL OF THESE DUTIES OR OTHER JOB-RELATED DUTIES AS ASSIGNED.)**

DESIGNS/CUSTOMIZES PERSONAL COMPUTER HARDWARE & SOFTWARE TRAINING FOR STAFF & CONDUCTS TRAINING INDEPENDENTLY OR AS LEAD TRAINER AS REQUIRED, INDEPENDENTLY PERFORMS PERSONAL COMPUTER HARDWARE & SOFTWARE UPGRADES, PARTICIPATES IN NEW ROLL-OUTS, ISOLATES HARDWARE PROBLEMS & ARRANGES FOR REPAIR BY MAINTENANCE VENDOR.

PROVIDES FIRST-LINE TELEPHONE SUPPORT FOR PERSONNEL IN ASSIGNED REGION/LOCATION TO RESPOND TO QUESTIONS, NEED FOR ASSISTANCE/REPAIR & OTHER MATTERS RELATED TO PERSONAL COMPUTER OPERATIONS & PROVIDES ONSITE ASSISTANCE TO RESOLVE PERSONAL COMPUTER HARDWARE & SOFTWARE PROBLEMS.

ADMINISTERS, CONTROLS & MAINTAINS PERSONAL COMPUTER INVENTORY FOR ASSIGNED REGION/LOCATION; MAINTAINS DAILY CALL LOGS & SUBMITS WEEKLY TO REGIONAL & LOCAL MANAGEMENT; RUNS & REPAIRS CABLING; PERFORMS EQUIPMENT ADJUSTMENTS AS REQUIRED.

**MAJOR WORKER CHARACTERISTICS:**

KNOWLEDGE OF COMPUTER & INFORMATION SCIENCE; STAFF TRAINING & DEVELOPMENT\*. SKILL IN USE OF PERSONAL COMPUTER & PERIPHERAL EQUIPMENT. ABILITY TO INTERPRET VARIETY OF TECHNICAL COMPUTER MANUALS &/OR INSTRUCTIONS; COMMUNICATE VERBALLY ON TECHNICAL & NON-TECHNICAL MATTERS; GATHER, COLLATE & CLASSIFY INFORMATION ABOUT DATA PEOPLE OR THINGS; WORK INDEPENDENTLY ON MOST TASKS.

(\*)DEVELOPED AFTER EMPLOYMENT.

**MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:**

COMPLETION OF TWO-YEAR TECHNICAL PROGRAM OR UNDERGRADUATE CORE PROGRAM IN COMPUTER & INFORMATION SCIENCE; 12 MOS. EXP. IN INSTALLATION OF SOFTWARE & SOFTWARE UPGRADES.

-OR 12 MOS. EXP. AS PERSONAL COMPUTER ADMINISTRATOR 1, 67161A.

-OR EQUIVALENT OF MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT NOTED ABOVE.

**TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT:**

NOT APPLICABLE.

**UNUSUAL WORKING CONDITIONS:**

WORK INVOLVES OPERATION OF PERSONAL COMPUTERS FOR LONG PERIODS OF TIME; MAY REQUIRE TRAVEL.