

SECRETARY OF STATE CLASSIFICATION SPECIFICATION	<b><u>CLASSIFICATION SERIES</u></b> Personal Computer Administrator	<b><u>SERIES NUMBER</u></b> 6716S
	<b><u>MAJOR AGENCIES</u></b> Secretary of State only	<b><u>EFFECTIVE</u></b> 04/02/2006

**SERIES PURPOSE**  
The purpose of the personal computer administrator occupation is to load software, troubleshoot & repair personal computers used by staff & train staff in proper use of personal computers.

<b><u>CLASS TITLE</u></b> Personal Computer Administrator 1	<b><u>CLASS NUMBER</u></b> 67161S	<b><u>PAY RANGE</u></b> 12	<b><u>EFFECTIVE</u></b> 04/02/2006
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**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.

<b><u>CLASS TITLE</u></b> Personal Computer Administrator 2	<b><u>CLASS NUMBER</u></b> 67162S	<b><u>PAY RANGE</u></b> 13	<b><u>EFFECTIVE</u></b> 04/02/2006
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**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.

<u>CLASS TITLE</u>	<u>CLASS NUMBER</u>	<u>B. U.</u>	<u>EFFECTIVE</u>	<u>PAY RANGE</u>
Personal Computer Administrator 1	67161S	41	04/02/2006	12

**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.)**

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; 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.

<u>CLASS TITLE</u>	<u>CLASS NUMBER</u>	<u>B. U.</u>	<u>EFFECTIVE</u>	<u>PAY RANGE</u>
Personal Computer Administrator 2	67162S	41	04/02/2006	13

**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 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; maintains daily call logs & submits weekly to 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; 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; 12 mos. exp. in installation of software & software upgrades.

-Or 12 mos. exp. as Personal Computer Administrator 1, 67161S.

-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.