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.
**CLASS TITLE:** PERSONAL COMPUTER ADMINISTRATOR 1

**NEW EFFECTIVE DATE:**

02/15/1998

**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.
EFFECTIVE DATE: 02/15/1998

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.