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.

CLASS TITLE
Personal Computer Administrator 1
CLASS NUMBER
67161S
PAY RANGE
12
EFFECTIVE
04/02/2006

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.

CLASS TITLE
Personal Computer Administrator 2
CLASS NUMBER
67162S
PAY RANGE
13
EFFECTIVE
04/02/2006

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.
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.
**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.