

OFFICE AUTOMATION ANALYST

DEFINITION

Under general supervision, to provide assistance and technical support to County departments by installing, troubleshooting and operating computer hardware and software; to provide training and assistance for County personal computer users; and to do related work as required.

DISTINGUISHING CHARACTERISTICS

This is a specialized classification in the County's Data Processing Division for positions which provide user assistance with County personal computers. Responsibilities include evaluating user needs and recommending appropriate hardware, software packages, and equipment; installing hardware and software; and providing training for personal computer users.

REPORTS TO

Supervising Systems Analyst.

CLASSIFICATIONS DIRECTLY SUPERVISED

None.

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EXAMPLES OF DUTIES:

- Installs personal computers and software.
- Troubleshoots computer hardware.
- Installs and tests computer hardware and software packages.
- Assists users with resolving various software/hardware problems.
- Troubleshoots software programs.
- Assists users with defining and implementing automation procedures.
- Provides a variety of training and support in the use of County personal computers, software, and automated systems.
- Assists users with designing and writing computer programs.
- Serves as a liaison between vendors and users.
- Provides system support for micro based computer systems located throughout the County.

TYPICAL PHYSICAL REQUIREMENTS

Sit for extended periods; frequently stand, walk, stoop, kneel, and crouch; physical ability to lift and carry objects weighing up to 50 pounds; normal manual dexterity and eye-hand coordination; corrected hearing and vision to normal range; verbal communication; use of office equipment including computers, telephones, calculators, copiers, and FAX.

TYPICAL WORKING CONDITIONS

Work is performed in an office; occasionally works outside; exposure to electrical energy and dust; continuous contact with staff and the public.

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DESIRABLE QUALIFICATIONS

Knowledge of:

- Principles of office automation systems and networking.
- Computer terminals.
- Personnel computer hardware and software.
- Computer communications systems.
- Effective training techniques.
- Development and maintenance of information retrieval systems.
- Basic principles of electricity and electronics.
- Principles of work coordination.

Ability to:

- Plan, organize, coordinate, and implement the County's utilization of personnel computer equipment and applications software.
- Evaluate computer equipment, communications equipment, and software packages.
- Provide training and support for County personal computer users.
- Install, test, and maintain computer hardware and software packages.
- Develop and present training programs.
- Gather, organize, analyze, and present a variety of data and information.
- Prepare, clear, concise and accurate records and reports.
- Effectively represent the County's Data Processing Division in contacts with other County staff and vendors.
- Establish and maintain cooperative working relationships.

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Training and Experience: Any combination of training and experience which would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be:

Three (3) years of data processing experience in computer operations, computer user assistance or office automation systems, which included use of personal computers and software packages.

Special Requirements: Possession of a valid and current California Driver's License issued by the Department of Motor Vehicles.

May work other than a normal 8:00 AM to 5:00 PM shift.