

## **OFFICE AUTOMATION SPECIALIST**

### **DEFINITION**

Under general supervision, to operate and provide support for the County mainframe, minicomputer, and microcomputer systems; to install and support microcomputer computers for County users; and to do related work as required.

### **DISTINGUISHING CHARACTERISTICS**

This is a specialized classification in the County's Information Technology Department for positions which operate and provide support for the County mainframe and minicomputer systems. Incumbents also install and support microcomputers for County users.

### **REPORTS TO**

Information Systems Manager

### **CLASSIFICATIONS DIRECTLY SUPERVISED**

None.

### **EXAMPLES OF DUTIES:**

- Operates the County's centralized computer systems.
- Ensures the timely completion of jobs.
- Analyzes system halts and takes corrective action.
- Maintains documentation for centralized computer applications.
- Installs personal computers and software.
- Troubleshoots and repairs computer hardware.
- Installs computer software packages.
- Assists users with resolving various software/hardware problems.
- May provide training in the use of County personal computers, software, and automated systems.
- Maintains accurate records of computer operations problems and corrective actions.
- Assists with the development of county wide computer standards and documentation.

### **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.

## **KNOWLEDGE OF**

- Principles and procedures of mainframe and minicomputer operations.
- Specific knowledge of operating systems and environments used by County mainframe, minicomputer, and microcomputer systems.
- Personal computer hardware and software.
- Computer communications systems.
- Computer networking protocols.
- Basic principles of electricity and electronics.

## **ABILITY TO**

- Operate the County's mainframe and minicomputer systems.
- Analyze operations problems and take appropriate corrective action.
- Read and interpret operating and technical manuals.
- Install and maintain microcomputers and software packages for County users.
- Gather, organize, analyze, and present a variety of data and information.
- Maintain documentation of operations problems and corrective actions.
- Prepare, clear, concise and accurate records and reports.
- Effectively represent the County's Information Technology Department in contacts with other County staff and vendors.
- Establish and maintain cooperative working relationships.

## **TRAINING AND EXPERIENCE**

Two (2) years of computer operations or technical support experience with mainframe and/or minicomputer systems.

**Special Requirements:** Must possess a valid driver's license at time of application and a valid California License by the time of appointment. The valid California License must be maintained throughout employment.

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