

## Class Title: Microcomputer Systems Analyst

### **BRIEF DESCRIPTION OF THE CLASSIFICATION:**

Provides technical and professional work for all city departments, providing microcomputer software and hardware support. Assists staff with providing standards, instructions, and procedures involving the Information Technology department.

### **ESSENTIAL FUNCTIONS:**

*This information is intended to be descriptive of the key responsibilities of the classification. The following examples do not identify all duties performed by any single incumbent. Specific requirements of individual positions are described in the Job Description.*

Physical Strength Code		ESSENTIAL FUNCTIONS
1	M	Diagnoses and resolves computer problems by researching, evaluating, recommending, installing and maintaining selected hardware and software, providing technical support for city standard software and operating systems and completing assigned work requests.
2	S	Provides helpdesk support by answering telephone inquiries, resolving issues, and training and advising city employees on computer procedures.
3	M	Sets up and configures new computers by installing all required software, ensuring all hardware works properly, transporting, setting up, and moving existing computer equipment, and connecting new products to network.
4	L	Sets up and configures new printers by installing all required software, connecting to network, and transporting, setting up, and moving existing printers.

CSC Adopted: October 2001, CSC Revised: \_\_\_\_\_

**CLASS REQUIREMENTS:**

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Formal Education / Knowledge	Work requires knowledge of a specific vocational, administrative, or technical nature which may be obtained with a two year associate's degree, diploma or equivalent from a college, technical, business, vocational, or correspondence school. Appropriate certification may be awarded upon satisfactory completion of advanced study or training.
Experience	Two years experience in Management Information Systems.
Certifications and Other Requirements	Valid Driver's License may be required depending on assignment
Reading	Work requires the ability to read technical manuals, schematics, instructions, and procedures.
Math	Work requires the ability to perform general math calculations such as addition, subtraction, multiplication and division.
Writing	Work requires the ability to write software installation manuals, reports, and general correspondence.
Managerial	N/A
Budget Responsibility	N/A
Supervisory / Organizational Control	Job has no responsibility for the direction or supervision of others.
Complexity	Work requires analysis and judgment in accomplishing diversified duties. Work requires the exercise of independent thinking within the limits of policies, standards, and precedents.
Interpersonal / Human Relations Skills	Contacts others within the organization. These contacts may involve similar work units or departments within the City which may be involved in decision making or providing approval or decision making authority for purchases or projects. Works with individuals outside the City who may belong to professional or peer organizations. Working with various state and federal agencies may also be required.

CSC Adopted: October 2001, CSC Revised: \_\_\_\_\_

**OVERALL PHYSICAL STRENGTH DEMANDS:**

Sedentary	Light	X	Medium	Heavy	Very Heavy
S = Sedentary Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time	L = Light Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree.		M = Medium Exerting 20-50 lbs. occasionally, 10-25 lbs. frequently, or up to 10 lbs. constantly.	H = Heavy Exerting 50-100 lbs. occasionally, 25-50 lbs. frequently, or up to 10-20 lbs. constantly.	VH = Very Heavy Exerting over 100 lbs. occasionally, 50-100 lbs. frequently, or up to 20-50 lbs. constantly.

**PHYSICAL DEMANDS:**

C = Continuously 2/3 or more of the time.	F = Frequently From 1/3 to 2/3 of the time.	O = Occasionally Up to 1/3 of the time.	R = Rarely Less than 1 hour per week.	N = Never Never occurs.
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*This is a description of the way the job is currently performed; it does not address the potential for accommodation.*

PHYSICAL DEMANDS	FREQUENCY CODE	DESCRIPTION
Standing	F	At work bench, conducting repairs
Sitting	F	Computer, desk work, training, driving
Walking	F	To/from work sites
Lifting	F	Equipment, supplies
Carrying	F	Equipment, supplies
Pushing/Pulling	O	Equipment, drawers
Reaching	F	Office supplies, computer cables
Handling	F	Moving equipment, conducting repairs
Fine Dexterity	F	Repairing equipment, typing
Kneeling	F	Checking cable connections
Crouching	F	Checking cable connections
Crawling	R	Checking cable connections
Bending	F	Moving, installing, or repairing equipment
Twisting	O	Moving, installing, or repairing equipment
Climbing	R	Ladders, stairs
Balancing	O	Transporting equipment, on ladders and stairs
Vision	C	Computer monitor, reading, inspecting computer cables / connections, driving
Hearing	C	Communicating with personnel, general public, listening for irregular computer sounds
Talking	F	Communicating with personnel, general public, on telephone
Foot Controls	O	Driving
Other (specify)	N	

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**MACHINES, TOOLS, EQUIPMENT, AND WORK AIDS:**

Screwdrivers, pliers, two-way radio, vehicle, computer, printer, scanner, standard Microsoft Windows and Office software

**ENVIRONMENTAL FACTORS:**

D = Daily	W = Several Times Per Week	M = Several Times Per Month	S = Seasonally	N = Never
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HEALTH AND SAFETY		ENVIRONMENTAL FACTORS		PRIMARY WORK LOCATION	
Mechanical Hazards	W	Dirt and Dust	D	Office Environment	X
Chemical Hazards	N	Extreme Temperatures	S	Warehouse	--
Electrical Hazards	D	Noise and Vibration	N	Shop	--
Fire Hazards	N	Fumes and Odors	N	Vehicle	--
Explosives	N	Wetness/Humidity	S	Outdoors	--
Communicable Diseases	N	Darkness or Poor Lighting	D	Other (see 2 below)	--
Physical Danger or Abuse	N				
Other (see 1 below)	N				

- (1)
- (2)

**PROTECTIVE EQUIPMENT REQUIRED:**

None

**NON-PHYSICAL DEMANDS:**

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NON-PHYSICAL DEMANDS	
Time Pressures	F
Emergency Situations	O
Frequent Change of Tasks	F
Irregular Work Schedule/Overtime	R
Performing Multiple Tasks Simultaneously	F
Working Closely with Others as Part of a Team	F
Tedious or Exacting Work	O
Noisy/Distracting Environment	R
Other (see 3 below)	N

- (3)