



## **Microcomputer Technical Support Specialist**

Town of Hamburg

Status: Full-time 40 hours per week

Salary: \$52,000-\$60,000 annually

### **Reports to:**

Information Technology Director

**DISTINGUISHING FEATURES OF THE CLASS:** The work involves performing specialized work in the design, development and implementation of computer applications as well as local area network operating systems in a suburban school district or municipality. Expertise is required in installing, customizing and maintaining vendor supplied operating systems and application software for Token Ring Local Area Networks. Knowledge is also required to dial-up communications and supported communications software packages. Direct supervision is received from an Information Services Administrator of higher rank with leeway allowed for the exercise of independent judgement. Supervision may be exercised over a team of technical support staff when required.

### **TYPICAL WORK ACTIVITIES:**

Responsible for the design, development, support and implementation of computer applications as well as local area network (LAN) operating systems (Novell, PC LAN, OS/2, DOS);  
Prepares charts, tables and diagrams to assist in analyzing problems for LAN's. Advises user staff in preparing a detailed training program from LAN diagrams;  
Monitors and adjusts LAN systems for optimal performance. Organizes and prepares LAN system documentation; assists in the training and instruction of users in LAN operating systems and Token Ring systems;  
Analyzes, defines and designs requirement statements for dial-up communications;  
Studies and evaluates substantive programs and operational methods and procedures for the purpose of determining the feasibility of adapting them to electronic data processing methods for LAN and personal computer to mainframe communications;  
Generate, customizes and supports communications software (Bluelynx, IBM, Attachmate, Gateway) for OS/2;  
Provides network operators with training required to efficiently use communications hardware and software facilities;  
Acts as liaison between Information Center group and Network Communications group;  
Performs hardware and software evaluations and provides management with reports and oral recommendations;  
Studies and evaluates substantive programs and operational methods and procedures for the purpose of determining the feasibility of adapting them to electronic data processing methods;  
Gathers information in the area of processing volumes, processing time and projected operating cost to assist in the analysis of cost statistics; Performs hardware and software evaluations and provides management with written and oral recommendations;  
Participates in project organization and scheduling;  
Installs, customizes and maintains all vendor supplied software for LAN operation. Assists in the training and instruction of users in the area of LAN application software and Token Ring systems.

**FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:**

Thorough knowledge of the principles and techniques involved in mainframe to personal computer data transfer; thorough knowledge of both mainframe and personal computer operating systems; thorough knowledge of local area network topologies and operating systems; good knowledge of systems analysis concepts; ability to communicate clearly both orally and in writing; ability to work well with others; possess logical reasoning and sound judgement; initiative and resourcefulness; physical condition commensurate with the demands of the position.

**MINIMUM QUALIFICATIONS:**

- (a) Graduation from a regionally accredited or New York State registered four (4) year college or university with a Bachelor's degree and two (2) years of experience in computer programming which included, at least, one (1) year of experience in programming and/or maintenance of vendor supplied operating software; or:
- (b) Graduation from a regionally accredited or New York State registered two (2) or four (4) year college or university with an Associate's degree in Data Processing, Computer Science, Business Administration or related field and four (4) years of data processing experience, two (2) years of which, included computer programming, and at least, one (1) year of experience in programming and/or maintenance of vendor supplied operating software; or:
- (c) Graduation from high school or possession of a high school equivalency diploma and six (6) years of data processing experience, two (2) years of which; included computer programming, and at least one (1) year of experience in programming and/or maintenance of vendor supplied operating software; or:
- (d) An equivalent combination of training and experience as defined by the limits of (a), (b), (c) and (d).

**NOTE:** Verifiable part-time and/or volunteer experience will be pro-rated toward meeting full-time experience requirements.

Submissions can be mailed, emailed or hand delivered to the Personnel Office:

Town of Hamburg-Personnel Department  
Attn: Tara Rinaldi, Director of Personnel  
6100 South Park Avenue  
Hamburg, NY 14075

(716) 649-6111 ext. 2386

[Trinaldi@townofhamburgny.gov](mailto:Trinaldi@townofhamburgny.gov)