

COMPUTER AIDE

Duties and Responsibilities

This class of positions encompasses the operation of computer consoles or networks and computer peripheral devices and/or provides user service desk and/or desk top support; supervises activities in those areas. There are two Assignment Levels within this class of positions. All personnel perform related work.

Employees may be required to work rotating shifts, around the clock, including Saturdays, Sundays and holidays, depending on the needs of the agency.

Assignment Level I

Under supervision, with some latitude for independent initiative and judgment, performs the data processing functions and/or may supervise personnel performing routine functions in the areas described below.

Assignment Level II

Under supervision, with considerable latitude for independent initiative and judgment, supervises a group of subordinate employees performing any one or more of the functions described below and/or performs more complex assignments in one or more of the following:

- Operates an electronic computer.
- Operates the peripheral equipment attached or communicating with an electronic computer.

COMPUTER AIDE (continued)

Assignment Level II (continued)

- Observes and controls the operation of computer equipment, including computer output microfilm equipment, checks indicators and determines proper functioning of equipment.
- Maintains logs of computer use and produces reports on production and machine utilization.
- Performs related functions required for the continued and efficient operation of a computer.
- Provides users with service desk and/or desk top support.

Qualification Requirements

1. A four-year high school diploma or its educational equivalent approved by a State's department of education or a recognized accrediting organization, and
 - (a) six months of satisfactory full-time mainframe, mini-computer or LAN/WAN computer operations experience or service desk and/or desk top support acquired in the past one year; or
 - (b) graduation from an approved technical school (approximately 675 hours) with a specialization in mainframe/mini-computer operations and/or technical support acquired in the past five years; or
 - (c) a currently valid A+ or Network+ certification; or
2. An associate degree or 60 semester credits from an accredited college including or supplemented by 12 semester credits in computer technology; or

COMPUTER AIDE (continued)

Qualification Requirements (continued)

3. Education and/or experience equivalent to "1" or "2" above. Undergraduate college credit can be substituted for experience on the basis of 30 semester credits, from an accredited college, including or supplemented by 6 semester credits in computer technology, for 3 months of experience. However, all candidates must have a four-year high school diploma or its educational equivalent.

Direct Lines of Promotion

From: None

To: Computer Associate
(Operations) (13621)