

USER SERVICES ADMINISTRATOR

DISTINGUISHING FEATURES OF THE CLASS:

This is an administrative and technical position which is responsible for working with management to establish and maintain computer system and operational standards. The work involves operations development and the provision of direct technical assistance to users on a wide variety of operational problems. Work is performed under the general supervision of a managerial level employee. Supervision is normally exercised over the work of subordinate employees.

TYPICAL WORK ACTIVITIES:

Typical work activities for incumbents in this title include those listed below in addition to those typical work activities performed by lower level titles in the series. They are indicative of the level and types of activities performed by incumbents in this title. It is not meant to be all inclusive and does not preclude a supervisor from assigning activities not listed which could reasonably be expected to be performed by an employee in this title.

1. Interacts with the client community through site visits and meetings to assist in the deployment of new technology and the education of users; works with various departments and state agencies to meet established deadlines;
2. Works with a help desk tracking software program in order to assign service calls to appropriate staff;
3. Answers calls and requests from County departments and municipalities as the first point of contact for those requiring assistance;
4. Supervises employees involved in user service delivery;
5. Provides guidance in the use of query reports to users; produces own query reports on operations of help desk;
6. Communicates with various hardware and software vendors in regard to user problems;
7. Performs file maintenance and file transfers of data to various departments, municipalities and companies;
8. Assists in the preparation of documentation for OCIS staff and the user community;
9. Cross trains with the supervisor of computer operations to provide coverage;
10. May assist with the delivery, tagging and installation of computer equipment.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Knowledge of computer hardware and software sufficient to assist users with a wide variety of problems;
Ability to supervise the work of others;
Ability to learn and use call tracking software;
Ability to learn and use query software;
Ability to establish and maintain effective working relationships with a wide variety of user agencies;
Ability to communicate effectively, both orally and in writing;
Ability to be resourceful in resolving user problems;
Ability to quickly learn and adapt to new technology as it relates to hardware and software;
Personal characteristics necessary to perform the duties of the position;
Physical condition commensurate with the demands of the position.

USER SERVICES ADMINISTRATOR (Cont'd)

MINIMUM QUALIFICATIONS:

- EITHER: (A) Graduation from a regionally accredited or New York State recognized college or university with an Associate's Degree in data processing or a related field and two (2) years of work experience which primarily involved work in a help desk environment, assisting users in resolving problems;
- OR: (B) Four (4) years of work experience as described above, 2 years of which were in a supervisory role;
- OR: (C) An equivalent combination of training and experience within the limits of (A) and (B) above.

NOTE: Training in appropriate vocational and/or business programs may be substituted for the above training requirement on a year-for-year basis.

DP0311

ADOPTED: 04/10/85

REVISED: 03/05/04