

**MAJOR FUNCTION**

This is responsible technical work involving the design, implementation and use of microcomputers and related equipment on an organization-wide basis, and serving as team leader on an alternating basis with peer employees to accomplish designated projects and initiatives. Employees assigned to a position in this class assist in developing and maintaining microcomputer standards and procedures through making recommendations. Work is performed in accordance with the City's Microcomputer Policy, under the general administrative direction of the Technology Infrastructure Administrator and is reviewed through observation, conferences, and written reports for achievement of desired objectives.

**ESSENTIAL AND OTHER IMPORTANT JOB DUTIES****Essential Duties**

Performs technical work in the use of over 5,000 City microcomputers and related devices and equipment. Performs direct project management for Citywide information technology projects and initiatives. Provides technical assistance to City staff through the Systems One Stop help desk, responding to a wide variety of technical end-user trouble calls, while assisting lower level staff with trouble calls. Designs, develops, and implements microcomputer standards and procedures for Citywide usage. Serves as team leader, coordinating and assisting in the design of microcomputer hardware and software systems by meeting with users and recommending type of computers, printers, and associated equipment such as scanners, CD ROM drives, that would be the most appropriate for the unit. Serves as team leader, coordinating and assisting in the implementation of microcomputer systems by facilitating the installation of microcomputers and software applications Citywide. Serves as team participant coordinating and assisting in the development of microcomputer standards and procedures. Serves as team leader over Citywide computer software and hardware initiatives. Serves as administrator of Citywide software applications, exercising day-to-day administration, integrating software applications, and monitoring user capacity. Performs related work as required.

**Other Important Duties**

Directs or carries out installation of assorted microcomputers and peripheral devices, including set-up, installation of standard and special purpose software applications and connection to the City of Tallahassee's computer network. May serve in the absence of the supervisor. May perform selected duties of the supervisor, as necessary. Performs related work as required.

**DESIRABLE QUALIFICATIONS****Knowledge, Abilities and Skills:**

Considerable knowledge of microcomputer software and hardware technology. Considerable knowledge of functional analysis techniques for solutions to common business problems. Considerable knowledge in teaching methods and techniques using various teaching aids. Ability to communicate effectively, both orally and in writing. Ability to establish and maintain effective working relationships as necessitated by the work. Ability to plan and organize technical materials for training courses. Ability to diagnose and solve complex problems related to the operation of microcomputers and related equipment and software. Ability to coordinate the work of peer and subordinate personnel. Skills in the use and installation of microcomputers and related equipment.

**Minimum Training and Experience**

Possession of a bachelor's degree in public or business administration, computer science, management information systems, secondary education, or a related field and two years of technical experience that include duties as a microcomputer programmer, microcomputer trainer, or microcomputer technical support person; or an equivalent combination of training and experience.

Necessary Special Requirement

Must possess a valid Class E State driver's license at the time of appointment.

Established: 07-10-95

Revised: 05-05-00

02-27-01

04-20-04\*

01-15-10\*