

**MICRO COMPUTER SUPPORT SPECIALIST - SWGC****NATURE OF WORK**

This is technical work in providing micro computer support to Sir Wilfred Grenfell College academic and administrative programs.

The employee of this class is responsible for reviewing and analyzing micro computer support problems related to academic and/or administrative programs and implementing appropriate solutions. Work involves supervising the operation of a micro computer laboratory, advising on the availability of computer software packages, recommending hardware or software acquisitions, and providing training to staff and faculty members and support to students regarding computer applications and computer aided learning packages. Work is performed under the direction of a technical superior and is reviewed through discussion and observation of results obtained.

**ILLUSTRATIVE EXAMPLES OF WORK**

Provides micro computer support for academic and/or administrative programs; discusses computer software applications and identifies problem areas; consults with Department of Computing and Communications support personnel regarding complex technical problems; recommends and implements solutions.

Ensures the efficient operation of an academic micro computer laboratory; develops micro computer laboratory schedule in consultation with faculty members; installs software for use in the lab; ensures that equipment is operating properly; maintains records of student attendance.

Ensures that micro computer laboratory equipment is maintained; conducts operational tests of equipment to determine equipment failure problems; performs minor maintenance and contacts internal or external representatives to request major repairs.

Evaluates computer laboratory requirements; reviews equipment purchase information; recommends the purchase of equipment to immediate supervisor; installs equipment and ensures that equipment is operational; ensures that adequate inventory levels of computer support supplies are maintained.

Provides support to students during lab sessions as required; conducts seminars and demonstrates the use of computer equipment and software; responds to inquiries from students regarding computer applications.

Discusses computer support requirements with faculty members; reviews computer hardware and software available within the University and from external sources; provides information and advice to faculty members; installs new hardware and software; assists with computer application problems.

Provides micro computer support to administrative areas; installs and modifies various software packages to meet administrative needs; trains staff in the operation and application of computer facilities; investigates computer support problems and implements solution; performs programming activities in the development of standardized forms; ensures that computerized registration procedures are implemented.

Installs word processing software and subsequent upgrades; informs users of revisions and new procedures and applications.

Supervises students performing laboratory support activities; interviews and selects students; provides training, as required; assigns and reviews work and prepares documents for the processing of student employment.

Reviews literature and reports on information processing and peripheral equipment to keep abreast of new developments; attends conferences and seminars.

Performs related work as required.

## **REQUIREMENTS OF WORK**

Experience in micro computer support activities; graduation from high school supplemented by completion of a computer studies program from an institution of technology or trades school; or any equivalent combination of experience and training which provides the following knowledges, abilities and skills:

Knowledge of the operating capabilities of micro computers and related equipment.

Knowledge of the applicability of data processing to a variety of situations and processes.

Knowledge of University organizations, policies, rules and regulations.

Knowledge of the limitations, capabilities, uses and service requirements of micro computers and peripheral equipment.

Knowledge of modern office practices, procedures, methods and equipment.

Knowledge of recent developments, current literature and sources of information on micro computers and related software.

Ability to analyze micro computer problems in the areas of teaching and administrative systems, and recommend appropriate actions.

Ability to evaluate word processing equipment and software packages and to make recommendations on suitability.

Ability to work independently on assigned tasks.

Ability to plan and schedule work and coordinate activities.

Ability to communicate, both orally and in writing.

Ability to establish and maintain effective working relationships with faculty, staff and students.

Skill in the demonstration and use of micro computers and related software.

**0311**

**1991.09.18**

**Confirmed: 2004.01.05**