COMPUTING CONSULTANT I

This is professional work in providing a limited variety of technical assistance to users in the preparation of programs and applications to support research, instructional and administrative activities within universities and state agencies.
Under the direction of a technical or administrative supervisor, employees assess the computerization needs of clients, recommend potential hardware and software, train users of computer systems and assist in problem resolution. Employees provide assistance in applying a limited number of software packages or programming languages to similar user needs of limited complexity. Work may include other duties as assigned.

I.   DIFFICULTY OF WORK:

Variety and Scope - Work involves discussions with users to identify and clarify their information needs. Duties include identification and evaluation of potential hardware and software, assistance in program and application development, and development of documentation and training for users. Employees research new hardware and software that may benefit the user community through attendance of vendor demonstrations or courses or through the review of documentation and industry publications.

Intricacy - Information processing efforts of users are typically similar, less complex office functions requiring the support of limited software packages and less involvement in communications to other computer systems. Problems with software and hardware require referral to guidelines and manuals or to technical support at other locations for resolution.

Subject Matter Complexity - In support of users in computing, duties require an understanding of the user function and data needs to determine the potential for computerization.
A basic knowledge of programming and applications development tools and hardware capabilities is required to determine appropriate packages and methods for computing.

Guidelines - Guidelines include hardware and software references and manuals, which are used to determine potential for computerization or to research resolutions to problems. Technical publications and consultation with other computing professionals are additional resources.

II.   RESPONSIBILITY:

Nature of Instructions - Employees received a general description of the information processing needs from the users which requires additional research and evaluation to determine appropriate methods to pursue. General guidance is provided by the technical or administrative supervisor in areas such as expenditures and training development or in determining the priorities of projects.

Nature of Review - Review from technical or administrative supervisors is through status reports or discussions of problems and priorities. Support to users is subject to review through the timeliness and effectiveness of problem resolution and computerization efforts.

Scope of Decisions - Typically, decisions on expenditures for equipment and software to meet the computerization needs of the organization are based on the recommendations and knowledges of employees.

Consequence of Decisions - Inappropriate recommendations for hardware and software may impact on the timeliness of data to support organizations or the inability of users to perform office functions.

III.   <u>INTERPERSONAL COMMUNICATIONS</u>:

<u>Scope of Contacts</u> - Work requires individual contact with a variety of computer users throughout the organization. Contact with vendor or data processing professionals outside the organization may also be required.

<u>Nature and Purpose</u> - Contact with users is to determine computerization needs and office functions, to assist in problem resolution, and to train users in new equipment and software. Contacts with vendor or data processing professionals is to research new products or to determine problem resolutions.

IV.   <u>OTHER WORK DEMANDS</u>:

<u>Work Conditions</u> - Work is conducted in an office setting and requires the use of computer equipment.

<u>Hazards </u>- Employees are not typically exposed to workplace hazards.

V.   <u>RECRUITMENT STANDARDS</u>:

<u>Knowledge, Skills and Abilities</u> - Knowledge of programming techniques, operate systems, and the capabilities and limitations of computer and peripheral equipment. Ability to communicate effectively in oral and written form. Ability to establish and maintain effective working relationships.

<u>Minimum Training and Experience</u> - Graduation from a two-year technical college with a degree in data processing and six months of experience in computing consultation or assistance; or graduation from a four-year college or university and six months of experience in computing consultation or assistance; or an equivalent combination of training and experience.

Degrees must be received from appropriately accredited universities.

<u>Special Note: </u>This is a generalized representation of positions in this class and is not intended to identify essential functions per ADA. Examples of work are primarily essential functions of the majority of positions in this class, but may not be applicable to all positions.