

COMPUTING CONSULTANT III

This is professional work in providing analytical and 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 either serve as specialists in applying a software package or programming language to a variety of complex user needs or provide assistance on the application of a wide range of software packages or programming languages to a variety of user needs of limited complexity. Work may include the responsibility for project management and may include other duties as assigned.

DIFFICULTY OF WORK:

Variety and Scope – Computing consultation duties involve an assessment of the user's information needs, determination of appropriate resources to meet the needs, development of training courses and documentation, problem determination and resolution, and technical advising on communications, data base design, and programming techniques. 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 typically involve limited design and programming and communications to external computer facilities. Most support will be for similar work functions within various offices of the agency or university. Problems require referral to guidelines and references or other technical support personnel for resolution.

Subject Matter Complexity – Support of information processing efforts requires an understanding of the user's project or needs, various hardware and software, and communications capabilities. Knowledge of programming and applications development tools is required to guide users in the use of existing software packages or applications design.

Guidelines – Guidelines include hardware and software manuals and communications references which are used to determine the capabilities of various computer resources to meet the user's needs. Technical publications and consultation with other computing professionals are additional resources.

RESPONSIBILITY:

Nature of Instructions – For most projects, employees receive a general description of the computerization needs from the users, which may require additional discussion to provide recommendations on methods and potential resources. Some projects are problem solving in nature and will not have available information as to the identification of the situation.

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 information needs of the organization is based on the recommendations and knowledges of employees. Consultation provided to clients will impact on their applications and programming efforts in support of their projects.

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.

INTERPERSONAL COMMUNICATIONS:

Scope of Contacts – 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.

Nature and Purpose – 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 are to research new products or to determine problem resolutions.

OTHER WORK DEMANDS:

Work Conditions – Work is conducted in a typical office setting and requires the use of computing equipment.

Hazards – Employees are not typically exposed to workplace hazards.

RECRUITMENT STANDARDS:

Knowledges, Skills and Abilities – Considerable knowledge of programming techniques, operating systems, and the capabilities and limitations of computer and peripheral equipment. Knowledge of the principles and techniques of programming applications and documentation. Ability to comprehend, analyze and interpret organizational and procedural problems to determine potentials for automation. Ability to communicate effectively in oral and written form. Ability to establish and maintain effective working relationships.

Minimum Training and Experience Requirements – Graduation from a four year college or university and two and one-half years of experience in data processing; or graduation from a two year college or technical school with a degree in data processing and two and one-half years of experience in data processing; or an equivalent combination of training and experience.

Degrees must be received from appropriately accredited universities.

Special Note: 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.