

OFFICE OPERATIONS SPECIALIST

NATURE OF WORK

This is responsible technical work using computer programs, programming techniques, and coordinating the use of microcomputers within a total departmental operation and assisting employees in the use of such equipment.

Work involves implementing, coordinating, and participating in the use of microcomputers and other automated office equipment; analyzing and determining departmental computer program needs; developing computer programs and files for the storage, retrieval, and processing of statistical and financial records, correspondence, reports and other documents; training and assisting employees in the use of automated equipment and programs; and acting as departmental liaison to Data Processing. An employee in this classification spends at least 60% of the time developing, using and modifying programs, and supervising and training of employees in the use of microcomputers. Supervision is received from an administrative superior with work being reviewed through reports, conferences, and results achieved. Lead supervision may be exercised over subordinate support staff while working within a centralized departmental microcomputer center.

EXAMPLES OF WORK PERFORMED

Develops program techniques on the microcomputer in order to track financial and statistical information; revises and updates programs in order to continually provide information efficiently.

Reviews and analyzes department operations in order to determine equipment and programming needs; recommends software packages and equipment to meet the department's needs.

Trains employees in the use of software, microcomputers and other automated office equipment; provides assistance to employees involved in the operation of microcomputers and related equipment; prepares technical reports and instructional manuals.

Troubleshoots functional problems and makes minor equipment adjustments when possible.

Serves as liaison to the Data Processing Division; coordinates special requests and project with Data Processing.

Participates in the entering, retrieving and modifying of data in the microcomputer.

May coordinate the use of user friendly data processing languages used in conjunction with the Data Processing Division's mainframe computer.

Performs related work as required.

DESIRABLE KNOWLEDGES, ABILITIES AND SKILLS

Considerable knowledge of the operation of microcomputers, printers, and other automated office equipment.

- Knowledge of microcomputer "state-of-the-art" trends and innovations.
- Knowledge of the principles, practices, and procedures of office management.
- Knowledge of organizational and administrative policies and procedures.
- Knowledge of the basic principles of bookkeeping and financial recordkeeping procedures.
- Ability to plan, organize, and assign the work of subordinate employees.
- Ability to plan for and meet the needs of the department through the use of microcomputers and other automated office equipment.
- Ability to implement programs and files using the microcomputer to meet departmental needs.
- Ability to establish and maintain effective working relationships with coworkers, subordinates and the general public.
- Ability to communicate effectively both orally and in writing.
- Skill in the operation of microcomputers and other office equipment.

DESIRABLE TRAINING AND EXPERIENCE

Graduation from a senior high school or equivalent supplemented by college-level course work in public or business administration, business management, or related field plus experience in the operation of microcomputers manipulating large volumes of financial and statistical data including experience in the maintenance of accounting records.

MINIMUM QUALIFICATIONS

Graduation from a senior high school or equivalent plus experience in the operation of microcomputers manipulating large volumes of financial and statistical data; or any equivalent combination of training and experience which provides the desirable knowledges, abilities and skills.

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