



# CITY OF HOUSTON

## JOB DESCRIPTION

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Job Code: 467.1

Job Title: **MICROCOMPUTER ANALYST**

Pay Grade: 20

### **GENERAL SUMMARY:**

Monitors the department's computer and communications equipment; assists with installation, configuration, troubleshooting, and user training and education.

### **RESPONSIBILITIES:**

- Installs personal computer hardware and software.
- Coordinates installation, configuration, troubleshooting and user training and education for the department's computer and communications equipment.
- Assists users in micro-to-mainframe computer system linkage.
- Monitors and evaluates all computer networks, ensuring proper work integration and effectiveness.
- Uses personal computer software to develop and implement personal computer information systems.
- Coordinates and presents in-house classes on computers and software; provides department follow-up training as appropriate.
- Prepares and tracks microcomputer related purchase requisitions.
- Handles special projects as assigned.

### **SPECIFICATIONS:**

#### **KNOWLEDGE:**

Requires a Bachelor's degree in Computer Science, Management and Information Systems (MIS) or a closely related field.

#### **EXPERIENCE:**

Two years of professional experience in systems analysis, design, programming or a closely related field are required.

Directly related professional experience may be substituted for the education requirement on a year-for-year basis.

#### **COMPLEXITY:**

Work requires the direct application of a variety of procedures, policies and/or precedents. Moderate analytic ability is required in applying guidelines, policies and procedures, and in adapting standard methods to fit facts and conditions.

## **SPECIFICATIONS: (continued)**

### **IMPACT OF ACTIONS:**

Errors in work lead to minor inconvenience and incur some costs. Work is typically performed under moderate to limited supervision with standard operating procedures. The incumbent functions under general review and at times autonomously, with the supervisor available to answer more difficult questions.

### **SUPERVISION EXERCISED:**

#### **Direct Supervision:**

No direct report employees.

#### **Indirect Supervision:**

No indirect reports.

### **CONTACTS:**

#### **Internal Contacts:**

Level of internal contact is primarily with professionals and supervisors and occasionally with Managers and Assistant Directors. Interaction requires moderate tact and cooperation; e.g., scheduling and/or coordinating two personal calendars, resolving problems and/or obtaining necessary information.

#### **External Contacts:**

Level of external contact is primarily with lower-level service representative and vendors. Interaction requires moderate tact and cooperation; e.g., responding to questions which require some research to provide the correct answer.

### **PHYSICAL EFFORT:**

The position occasionally requires stooping or bending. Occasional very light lifting, such as three or four reams of papers or books (up to 20 pounds or an equivalent weight) may be required.

### **WORK ENVIRONMENT:**

There are occasional minor discomforts from exposure to less-than-optimal temperature and air conditions. The position may involve dealing with modestly unpleasant situations, as with occasional exposure to office chemicals and/or extensive use of a video display terminal.

### **PHYSICAL SKILL:**

Requires the ability to make closely coordinated eye/hand movements within very fine tolerance and/or calibration demands; or the ability to make rapid closely coordinated eye/hand movements on a patterned response space within somewhat fine tolerance demands; or the ability to make coordinated eye/hand movements within fine tolerances with large equipment as an extension of the worker.

### **MISCELLANEOUS:**

All duties and responsibilities may not be included in the above job description.

### **JOB FAMILY:**

Microcomputer Analyst

Senior Microcomputer Analyst

*Effective: October 1990*

*Revised: March 2015*