Nature of Work

The work involves management of computer systems for a large department or college/division. The manager supports a variety of complex computer functions including all hardware and software operations.

This work is distinguished from Computer Analysts by the presence of full management responsibility for all computing functions including the management of significant projects, programs and lower level analysts or support staff. The job is distinguished from a Computer Manager 2 by the limited size and scope of the operation managed. Typically, the Computer Manager 1 spends less time performing highly technical tasks than a Computer Analyst 3. However the Manager is responsible for the direction of all computer related activity and spends more time with administrative matters than the Analyst 3 and generally handles a greater variety of computer related issues.

Examples of Work

(These examples are intended to illustrate the various types of work performed by employees with this title. All of the work performed by incumbents with this title may not be listed, nor are all of the examples listed performed by every incumbent.)

Maintains complex network of PC’s, workstations (with multiple O/S) and peripheral equipment usually requiring at least one full-time professional staff or equivalent. Serves as security officer, performs troubleshooting (including equipment repair) and is normally on call (24 hours per day) to respond to problems.

Performs a variety of administrative tasks such as recommending purchase of new hardware, software and related equipment. May maintain usage data and may invoice users. May manage small operating budget for computer expenditures. Provides assistance in short and long range planning for computer support.

Provides technical computer networking support for department or division computer system. Works with Computing Services to install various types of networks (multiple platforms).

Writes complex programs or revises integrated programs within major databases. Must have knowledge of a variety of PC and mainframe applications.

Provides user services support by providing a variety of technical information and assistance.

Provides formal and informal training and instruction in the use of PC, workstation and mainframe...
applications. Also, provides training on other related equipment (e.g. printers) as needed.

May supervise small support staff (e.g. 1 full time analyst and/or 3-5 students). Assigns and reviews work assignments, conducts performance evaluations, and approves leave and work schedules. Counsels and trains staff.

**Minimum Qualifications**

Bachelor's degree and 3 or more years of professional level computer experience.