COMPUTER RESOURCE SPECIALIST (CRS) – SERIES OVERVIEW

JD’S REQUIRE PROGRAMMER/ANALYST – COMPUTER RESOURCE SPECIALIST SUPPLEMENT

This series is not intended for positions that use computers as a tool to accomplish other duties assigned (e.g. data analysis, data retrieval, report writing). Such positions should be classified according to their primary functional responsibility. If using computer as a tool, then ___ Assistant or Analyst series may be more appropriate.

Technical and consultative services related to the acquisition, use and maintenance of computer and/or network software and hardware and the development of computer applications. Requires knowledge of new enhancements, developments and diagnostic tools in personal computer software.

- Upgrade, install and maintain hardware and software systems
- Utilize and manipulate computer software to create formats, screens, menus and reports
- Analyze existing systems
- Analyze problems to effect computer-oriented solutions
- Confer with users
- Recommend hardware/software acquisitions
- Provide training in computer usage

Two levels based on varying degrees of organizational structure (& support by other programmers), responsibility, size, nature and/or complexity of the computing environment and the level of technical and programming skill required for computer applications.

CRS I
- Single Platform/system (ex: Mac)
- May have dual platform if assisting higher level programmer, and not independently responsible for system
- Routing system maintenance tasks
- Consult on general system features such as: Use of standard commands, Editing features Utilities
- Assist users with general programming tasks
- Help to debug syntax & simple logic errors
- Create and produce reports, menus, and screens using database software
- Assists users w/ setting up equipment (terminals, computers, graphics equipment, printers)
- Routinely convert files
- Troubleshoot network hardware and software
- Run downloading programs

CRS II
- Dual platforms/multiple systems (ex: Mac, IBM, UNIX) - autonomous responsibility
- Design, maintenance of computer applications
- Install, configure and troubleshoot
- Assist w/ design, development, analysis, maintenance & documentation of customized computer applications
- May have supervisory responsibility for computer support within an organizational unit
- Typical responsibilities include: advising and training users in the utilization of software packages
- Installation and testing of software packages requiring standard techniques
- Coding, testing and debugging of routine applications.
- Routine systems analysis and supervisor the operations of a local area network (LAN)

In general, the CRS Series differs from PA Series in that incumbents are in the technical unit (TX) and focus on hardware and/or software acquisition, installation and maintenance. The programmers are considered professional, require a theoretical background and primarily focus their efforts on performing programming and analysis of whole network and systems.