

ADMINISTRATIVE SYSTEMS SUPPORT ANALYST**NATURE OF WORK**

This is responsible work in providing administrative support to University departments in the acquisition and utilization of word processing equipment, microcomputers using various word processing software, and other related equipment.

The employee of this class is responsible for reviewing departmental word processing requirements, recommending suitable equipment, co-ordinating equipment acquisition and discussing purchase, maintenance and supply contracts with suppliers. Work also includes responsibility for maintaining an up-to-date knowledge of equipment available on the market, analyzing new equipment for suitability to University environment, providing advice on typesetting matters, and preparing reports recommending appropriate action. Supervision is exercised over employees assigned training responsibilities. Work is performed with considerable independence and initiative and reviewed by an administrative supervisor through conferences, analysis of reports and observation of results.

ILLUSTRATIVE EXAMPLES OF WORK

Receives requests from University departments for word processing and/or microcomputer equipment, typewriters and printers; discusses work procedures, volumes and specific needs with department representatives; reviews departmental requirements; ensures compatibility with existing equipment; prepares reports; discusses findings with administrative superior; proceeds with appropriate action.

Evaluates equipment and software and determines the most suitable to meet departmental needs; explains and discusses the advantages and disadvantages of each type of equipment; recommends equipment to department representatives; provides information regarding cost involved and any peculiarities involved in the installation of the equipment; advises department on the most efficient utilization of staff and equipment to enhance office productivity.

Installs word processing software and subsequent upgrades; informs the user community of revisions and changes and recommends new procedures and applications to meet specific needs.

Represents the University in purchasing arrangements; reviews purchase orders to ensure that proper equipment is ordered, with appropriate discounts and tax exemptions, where applicable; approves purchases or recommends alternative action; contacts supplier regarding delivery dates; plans and co-ordinates the installation of equipment; handles complaints from departments; acts as a liaison between user and vendor; ensures that equipment is operational.

Reviews manufacturers' training manuals; studies the proper methods of equipment operation; modifies manual to provide more concise information and suitable training materials; develops different levels of training outlines, updates and revises materials on a continuous basis;

trains and supervises staff assigned training responsibilities; makes specific recommendations on noise reduction techniques, proper lighting and other factors that might effect production and prevent health problems.

Evaluates various information processing equipment and software and determines capabilities and limitations related to word processing and text formatting functions, accessing hosts computers and typesetting facilities as well as upgradeability; provides liaison between Printing Services and word processing users pertaining to guidelines and procedures for communication links.

Advises on applications for maximum utilization of equipment, provides on-going support, advanced training and advice on a variety of problems pertaining to hardware, software and peripheral equipment.

Provides advice on typesetting operations and acquisition of typesetting equipment within Printing Services Division; recommends solutions to unusual problems or requests.

Reviews and negotiates maintenance contracts on word processing equipment, typewriters and printers, and provides pertinent information to the user community.

Reviews literature and reports on information processing and peripheral equipment to keep abreast of new developments; attends conferences and seminars on word processing use.

Performs related work as required.

REQUIREMENTS OF WORK

Considerable work experience in word processing and information systems environment; graduation from high school supplemented by successful completion of recognized programs in word processing and computer studies OR experience in word processing and information systems environment; graduation from a four-year college or university with major course work in computer science; or any equivalent combination of experience and training which provides the following knowledge, abilities and skills:

Considerable knowledge of recent developments, current literature and sources of information in word processing, text formatting and similar information systems.

Considerable knowledge of effective teaching and instructional principles and practices.

Considerable knowledge of the operating capabilities of phototypesetting equipment, word processors, micro and mini computers.

Knowledge of University organizations, policies, rules and regulations.

Knowledge of modern office practices, procedures, methods and equipment.

Ability to evaluate and analyze word processing equipment and software packages and to make recommendations on suitability.

Ability to analyze specific problems related to departmental administrative requirements and to recommend appropriate actions.

Ability to develop training programs to meet a variety of needs and changing environments.
Ability to instruct and train staff and faculty in the operation of a variety of equipment and software.

Ability to work independently on a variety of assigned administrative tasks.

Ability to plan, schedule and reschedule work and to co-ordinate activities.

Ability to communicate orally and in writing.

Ability to establish and maintain effective working relationships with faculty, staff and vendor representatives.

Skill in the demonstration and use of word processors, microcomputers and software.

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