COMPUTER TECHNICAL SPECIALIST

DISTINGUISHING FEATURES OF THE CLASS:

This is a technical position responsible for the efficient functioning of standalone and networked systems. The incumbent assists and trains staff that has access to internal and outside agency databases or networks. An incumbent also operates and makes repairs on computers and related peripheral equipment. Work is performed under the general supervision of the Director with considerable leeway allowed for the exercise of independent judgment in carrying out the details of the work. Supervision is not a function of this class. Does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative Only)

Assists in the testing, delivery and setup of new equipment in user department/unit;
Installs and upgrades software including the ability to customize same to meet specific requirements;
Coordinates and logs hardware-related problems and resolves them with the computer vendor to ensure ongoing computer reliability;
Coordinates and resolves department problems associated with hardware, software, training & production;
Tracks outstanding problems and follows up until problem resolution occurs;
Advises user(s) of procedure to follow until resolution occurs;
Meets with supervisor and determines the best approach for solving difficult problems with the system;
Attends technical meetings to review changes and modifications in procedures;
Maintains LOGIN ID's, passwords, and authorizations to access data; and
Assists in running nightly backup procedures.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Excellent knowledge of procedures related to troubleshooting hardware and software problems;
Excellent knowledge of computer/network terminology;
Excellent knowledge of modern methods, principles and techniques of data processing and data communications;
Good knowledge of general office practices and procedures;
Working knowledge of GIS systems;
Ability to adapt purchased software to existing applications;
Ability to express oneself clearly and concisely, both orally and in writing;
Ability to maintain effective working relationships with users and technical personnel; and
Ability to understand and follow oral and written instructions.

MINIMUM QUALIFICATIONS:

Graduation from high school; or possession of a high school equivalency diploma; **AND EITHER**

A. Graduation from a regionally accredited or NYS registered college or university with an Associate's Degree or higher in Computer Science or a closely related field, **AND** two (2) years full-time paid experience in a technical position involving the installation and support of personal computers in a network environment; **OR**

B. Four (4) years full-time paid experience in a technical position involving the installation and support of personal computers in a network environment.

NOTE: Possession of A+ Certification may be deemed equivalent to 1 (one) year of experience; and other similar training and/or certification may be considered as an equivalent substitution for experience at the discretion of the Director of Information Technology and Personnel Officer.

SPECIAL REQUIREMENT FOR APPOINTMENT AND CONTINUED EMPLOYMENT:

Possession of a valid New York State Driver's license is required at the time of appointment, and such license must be maintained in good standing throughout the tenure of employment in the position.

Jurisdiction Class:	Competitive
Civil Division:	County
Adoption YCCSC:	2/11/2014