COMPUTER SUPPORT TECHNICIAN

Location: Tioga County Information Technology
Classification: Competitive
Salary: CSEA, Grade VIII
Adopted: 8/10/98; Revised 9/00, 3/02, Tioga Co. Personnel & Civil Service

DISTINGUISHING FEATURES OF THE CLASS: This is a technical support position, which involves assisting departments and individual end users in resolving problems with existing computer systems. The incumbent will act as the first point of contact to the Information Technology Dept. and will provide support in various areas of technology, including software, hardware and network systems. While the incumbent will provide assistance in most issues, more complex problem resolution will be deferred to a department specialist. The incumbent works under the general supervision of the Director of Information Technology and Communications System, with considerable leeway allowed for the exercise of independent judgment. **Candidates will be expected to attend any courses, training and seminars as requested by the Director.** Does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative Only)

- Receives, records and evaluates departmental or end user requests for service and advises on appropriate actions;
- Communicates with vendors and other technical personnel to aide in the solution of problems regarding the malfunctioning of computer hardware, software and/or network systems;
- Tracks status of software and computer hardware problems, identifying any long standing problems and reporting such to supervisor;
- Maintains department hardware and software inventories, including requisition, purchase and receipt;
- Analyzes operational problems and computer capacities and makes recommendations for new software or other computer support;
- Trains end users in the use of personal computers, related peripheral equipment and various software systems;
- Provides various reports to management including statistics regarding help desk utilization and problem resolution;
- Collects information to be used in the compilation of databases and preparation of various reports;
- Operates mainframe computer (AS 400) to print reports, run checks and other department requests;
- Assists with pre-network set-ups on PC's, as needed;
- May assist in providing end users with training on network systems;
- May assist in the operation of telephone switchboard and various other communications devices.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:
Good technical knowledge of computer hardware and software, including its capabilities and applications; good knowledge of computer communications protocols and operating systems, good knowledge of the use and operation of personal computers and peripheral equipment; good technical ability; ability to learn and support network systems; ability to establish effective working relationships with others; analytical ability; ability to communicate effectively both orally and in writing; ability to train others

in the use of personal computers, including hardware and software; initiative; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS (Either):

    a. Graduation from a regionally accredited or New York State registered college or university with an Associate's degree in Computer Science, Computer Information Systems or closely related field and one (1) year of full-time experience or its part-time equivalent in computer operations and/or in assisting users in resolving computer problems; **OR**

    b. Certification from a vocational institution in a field designed to train individuals in operating systems or networking and two (2) years of full-time experience or its part-time equivalent as defined in (a) above; **OR**

    c. Graduation from high school or possession of a high school equivalency diploma and four (4) years of full-time experience or its part-time equivalent as defined above; **OR**

    d. An equivalent combination of training and experience as defined by the limits of (a), (b) & (c) above.

Note: Performance of data entry or word processing is NOT considered qualifying for the computer operations experience.

Note: Course study in Computer Science or closely related field can be substituted for the required experience based on the following formula:

Each 3 credit hour course = one month of experience

Note: Post-secondary education may be substituted for the experience requirement on a year for year basis. Education must be full time, or a part-time equivalent, in the above listed fields of study or one closely related.