

## DATA INTEGRATION TECHNICIAN

DISTINGUISHING FEATURES OF THE CLASS: The work involves responsibility for verifying the integrity of all databases and facilitating their integration with other programs. This position does not involve responsibility for programming or systems analysis; however, employees in this class assist in resolving problems related to software packages and basic hardware concerns. The work is performed under general supervision from higher level technical support personnel. A Data Integration Technician does related work as required.

### TYPICAL WORK ACTIVITIES:

- Works with various users to integrate and facilitate communication among appropriate databases;
- Responsible for the operation and maintenance of a help desk and helpdesk software systems, processes and procedures;
- Provides first line diagnosing and trouble shooting of computer problems to staff and customers to resolve issues related to software packages, basic hardware concerns. Refers more complex problems to appropriate technician or specialist for resolution;
- Initiates related job orders and arranges for collection and entering of data;
- Conducts follow-up checks to ensure that problems have been appropriately resolved;
- Prepares and maintains status reports for the help desk as well as various departmental projects;
- Maintains records and assesses problem threads to identify and recommend types and content for training needs;
- Assists in the development of training materials and programs;
- Establishes accounts for new employees, initiates security and passwords and resolves problems related to security and/or passwords;
- Prepares requisitions and maintains inventory of software, licenses, computer equipment, parts and other technology audit information;
- Performs other related duties and services consistent with the goals and objectives of assigned project.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES, AND PERSONAL CHARACTERISTICS: Good knowledge of the use and operation of microcomputers and related peripheral equipment, working knowledge of basic computer language; working knowledge of office terminology and procedures; good organizational skills; ability to readily acquire familiarity with various database and help desk programs; ability to operate a microcomputer and related peripheral equipment; ability to establish good working relationships and work as a team member; ability to prioritize work assignment and tasks; physical condition sufficient to perform the essential functions of the position.

MINIMUM QUALIFICATIONS:

A) Graduation from a regionally accredited or New York State registered college or university with at least an associate's degree in computer science, computer information systems, or closely related field;

OR

B) Graduation from high school or possession of a high school equivalency diploma and three years of experience in computer science, computer information systems or closely related field.

*SPECIAL REQUIREMENT FOR APPOINTMENT:* In agencies where required, candidates must possess and maintain an appropriate class driver's license.

*SPECIAL REQUIREMENT FOR APPOINTMENT IN SCHOOL DISTRICTS/BOCES:* Per regulations of the Commissioner of Education, to be employed in a position designated by a school district or BOCES as involving direct contact with students, a clearance for employment from the State Education Department is required.

CATTARAUGUS COUNTY CIVIL SERVICE

Adopted: 6/8/2021