INFORMATION TECHNOLOGY SPECIALIST

DISTINGUISHING FEATURES OF THE CLASS: The work involves responsibility for providing administrative and technical support for an information technology system(s) including maintaining existing computer system applications, installations, configuration, and maintaining software and hardware and responding to the needs of end users. The incumbent provides on-site support services, including training. Work is performed under general supervision with leeway allowed for the use of independent judgement in carrying out the details of the work. An Information Technology Specialist does related work as required.

TYPICAL WORK ACTIVITIES:

- Installs, upgrades, and maintains computer hardware, software, servers, peripheral equipment, and mobile devices;
- Acts as a help desk operator providing first-line diagnosis/troubleshooting of computer problems relating to software packages, basic hardware issues, security, and password problems;
- Provides user support by developing and implementing ongoing needs assessment of both individuals and organization to identify types and context of training;
- Analyzes work procedures for purposes of recommending hardware and software to meet user needs;
- Performs diagnostic testing on microcomputers, peripheral equipment and mobile devices making necessary adjustments and repairs;
- Provides training of software and hardware to users of microcomputer equipment, including students, teachers, and support staff;
- Makes recommendations to administrators regarding the purchase of software and hardware;
- May act as a microcomputer lab instructor helping students and teachers use microcomputers, applications, and related equipment.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES, AND PERSONAL CHARACTERISTICS: Good knowledge of LAN systems; good knowledge of the operation of microcomputer hardware and software; good knowledge of standard office software applications including word processing, spreadsheets, and databases; ability to diagnose hardware and software problems and devise a solution for the problem; ability to modify and configure software and programs for microcomputers and mobile devices; ability to participate in assigned projects and lay-out work for others; ability to communicate effectively both orally and in writing; ability to establish and maintain effective working relationships with others; physical condition sufficient to perform the essential functions of the position.

MINIMUM QUALIFICATIONS: Graduation from high school or possession of a high school equivalency diploma and either:

    A) Possession of a bachelor's degree including or supplemented by either 1) eighteen (18) credit hours in management information systems, computer science, information

technology, or closely related field, *or* 2) one (1) year of experience in network administration, information systems management, or computer programming;

OR

B) Possession of an associate degree including or supplemented by either 1) nine (9) credit hours in management information systems, computer science, information technology, or closely related field and one (1) year of experience in network administration, information systems management, or computer programming *or* 2) two (2) years of experience in network administration, information systems management, or computer programming;

OR

C) Four (4) years of experience in network administration, information systems management, or computer programming.

NOTE: Your degree must have been awarded by a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S. Secretary of Education. If your degree was awarded by an educational institution outside the United States and its territories, you must provide independent verification of equivalency. A list of acceptable companies who provide this service can be found on the New York State Civil Service website. You must pay the required evaluation fee.

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: 06/27/2002
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