

JUNIOR COMPLIANCE AND NETWORK SPECIALIST

DISTINGUISHING FEATURES OF THE CLASS: This position involves responsibility for providing technical support for an organization's information technology needs, including details of the network, and/or telecommunications network installation, configuration, maintenance and repair, and/or help desk and user support. The work includes installing, modifying and maintaining a variety of computer hardware, software and peripheral components; diagnosing and resolving end-user network problems; monitoring network systems to ensure maximum uptime and rapid problem resolution; and performing routine backup and restoration of network computing activities. The work is performed under the general supervision of a higher-ranking employee. The incumbent does not exercise supervision. A Junior Compliance and Network Specialist does related work as required.

TYPICAL WORK ACTIVITIES:

- Installs, configures, monitors, maintains and repairs computer network components and other information technology equipment such as computers, laptops, tablets, mobile devices, telecommunication equipment, land-based phone lines, fiber optics, and wireless networks;
- Provides first line technical assistance to technology users, including identifying and resolving computer hardware, software, network, and telecommunications problems either directly or by contacting the appropriate specialist or manufacturer;
- Provides follow up checks to ensure that user problems are satisfactorily resolved;
- Operates a personal computer and peripheral equipment for production work on a regular basis including developing reports and preparing data for export and display;
- Evaluates computer and other equipment requirements and makes purchase recommendations for a computer center or computer laboratory;
- Analyzes work procedures to identify those which are adaptable to computer applications and devises/applies plans to upgrade from manual methods to computerized systems;
- Develops operating instructions for computer users;
- Provides computer hardware and software training to computer users as needed;
- Creates and maintains logs, records and reports relative to the work performed;
- Implements, supports, monitors, and secures network components and performance, including forms of communications and interfaces;
- Supports server and data connectivity equipment, manages internet and email usage, and maintains data connectivity and information security;
- Monitors and processes software trouble dashboards and reports to analyze the system for possible problem areas;
- Utilizes word processing, data base management, spreadsheets, graphics, and data communications software and/or hardware;
- Travels to various work locations to perform the above tasks.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Good knowledge of LAN/WAN systems, server, and computer and telecommunications network installation, configuration, maintenance and repair; good knowledge of computer software relative to the work performed; working knowledge of training methods and procedures; ability to install, configure, maintain and repair computer and/or telecommunications network components; ability to configure and troubleshoot technology in a LAN/WAN environment; ability to identify and resolve computer, network, and telecommunications user issues; ability to establish and maintain effective working relationships with others; ability to understand, interpret and follow

complex technical written instructions; ability to communicate clearly both orally and in writing; ability to operate a personal computer and peripheral equipment in a manner consistent with the work performed; ability to evaluate equipment requirements and make purchase recommendations for a computer center or computer laboratory; ability to analyze work procedures to identify those which are adaptable to computer applications; ability to devise and apply plans to upgrade from manual methods to computerized systems; ability to develop operating instructions for computer users; ability to demonstrate or provide instruction relative to computer or telecommunications equipment use; ability to create and maintain logs, records and reports relative to the work performed; sound judgement; integrity; tact; courtesy; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

A) Possession of a bachelor's degree in computer science, computer technology, management information systems or a related field AND one (1) year of full-time paid experience involving the installation of micro-computer hardware, software, and configuration and administration of LAN/WAN networks;

OR

B) Possession of an associate degree in computer science, computer technology, computer repair or a closely related field AND three (3) years of full-time paid experience as described in "A" above;

OR

C) Graduation from high school or possession of an equivalency diploma AND five (5) years of full-time paid experience as described in "A" above.

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: Candidates must possess a valid New York State Driver's license at time of appointment and throughout the duration of employment. Certain assignments made to employees in this class will require reasonable access to transportation to meet field work requirements made in the ordinary course of business in a timely and efficient manner.

CATTARAUGUS COUNTY CIVIL SERVICE

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