TECHNICAL SUPPORT SPECIALIST

DISTINGUISHING FEATURES OF THE CLASS: This position is responsible for providing computer related support including installation, maintenance and trouble shooting of personal computers, peripherals and applications software. Incumbents provide training on basic computer usage and applications software to internal staff. A Technical Support Specialist does related work as required.

TYPICAL WORK ACTIVITIES:

- Trouble shoots technical problems; notifies appropriate technology staff of software failures and provides computer diagnostics;
- Provides technical advice and assistance to users concerning data communication equipment and data transmission;
- Installs, configures and maintains desktop, laptop, tablet and PDA computer hardware and peripheral equipment;
- Discusses software applications with users to determine level of satisfaction and/or the need to modify software;
- Installs application software on the networks and maintains network documentation;
- Assists in the administration of a local area network for state and local personal computer networks;
- Maintains an inventory of computer supplies such as toner, ribbons, printer cartridges, etc;
- Distributes data processing output to users;
- May train administrative, support and clerical staff on basic computer usage and office applications software;
- May update manuals and files on system operating procedures;
- May develop reports through the State Legacy System.

FULL PERFORMANCE KNOWLEDGES, SKILLS ABILITIES, AND PERSONAL CHARACTERISTICS: Thorough knowledge of the operation and use of personal computers and their peripheral equipment; good knowledge of logical operation of computers and data communication devices; working knowledge of networking computers; working knowledge of data processing methodology and techniques in creating documentation and data security; knowledge of Windows operating systems; ability to simplify technical terminology for training purposes; ability to identify and resolve user problems; ability to communicate effectively both orally and in writing; ability to plan, organize and prioritize work assignments; ability to establish and maintain effective working relationships; initiative; tact; patience; sound judgement; flexibility; 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 at least an Associate Degree in Computer Science, Information Science, Information Technology or closely related field;

OR

B) Completion of a one (1) year certificate program in Computer Science or electronics and one (1) year experience in the installation, operation, maintenance and/or diagnostics of a data communication network or electronic equipment;

OR

C) Two (2) years' experience in the installation, operation, maintenance and/or diagnostics of a data communication network or electronic equipment.

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

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