

WORKSTATION ENGINEER II

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision, an incumbent of this position is responsible for the installation, maintenance and relocation of workstations and associated peripheral equipment. Incumbents may be assigned to any departmental work shift and provide support services to various departments. This class differs from the lower level Workstation Engineer I in that the Workstation Engineer II is involved in project planning and systems integration issues; managing and configuring “enterprise” level tools which have impact on county-wide operations and not single entities; and managing projects from beginning to end, rather than elements of a project. This class is further distinguished from Workstation I by the level of independence exercised in the performance of work assignments, complexity of these assignments as well as the advanced level of troubleshooting involved in finishing an assignment. Incumbents also regularly lead and guide other staff in the performance of more specialized assignments. While guidance and leadership is provided, supervision is not a responsibility of this class. Does related work as required.

EXAMPLES OF WORK: (Illustrative Only)

Works on specialized, complex assignments relating to the installation and relocation of hardware and software for workstation and workstation users in accordance with established procedures and instructions; frequently deals with department heads or other high priority clients;

Works independently or with higher level manager on systems integration issues involving specialized hardware and software;

Administers, configures and manages tools and applications that operate on the “enterprise” level, affecting county-wide operations;

Performs periodic preventative maintenance in accordance with manufacturers’ recommendations and departmental standards;

Prepares workstation and associated equipment for installation;

Modifies, updates and replaces internal equipment parts as required;

Lifts workstation equipment that may weigh as much as 50 lbs. to place in, arrange around, or remove from the workplace for set-up, installation, repair, de-installation, or maintenance;

Responds to maintenance service requests;

Receives user calls regarding computer system related problems and provides advice on the appropriate action to be taken to resolve the problem;

In consultation with higher level managers, plans and assigns tasks to subordinate staff;

EXAMPLES OF WORK: (Illustrative Only) (Cont'd)

Performs first-line diagnoses of failures to determine whether they are induced by software or hardware;

Assists with the preparation of documentation, specifications, instructions and user manuals as needed;

Notifies appropriate Information Technology staff of software failures and provides computer diagnostics;

Works with contract and vendor supplied personnel engaged in the installation, maintenance and repair of end-point equipment;

Maintains operating records and prepares routine operating reports;

Informs supervisor on the status of all operating problems;

Assists workstation users to understand their workstation and associated equipment and software, throughout the County;

Assists in managing inventory of workstation and associated equipment;

Uses computer applications and other automated systems such as spreadsheets, word processing, calendar, email and database software in performing work assignments;

May perform other incidental tasks, as required.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Good knowledge of the components, operation, maintenance and repair of workstation equipment; good knowledge of the last two versions of MS-Windows; good knowledge of Microsoft Office software; knowledge of data communication networks and basic electronics terminology; knowledge of basic workstation communications software; skill and dexterity in the use of tools; ability to communicate with outside vendors on equipment and related problems; ability to think logically; ability to comprehend complex technical materials and understand basic wiring diagrams; ability to see all colors of wire for connection purposes; ability to move equipment and supplies; ability to understand and carry out written and oral directions; ability to assign and review the work of others; ability to effectively use computer applications such as spreadsheets, word processing, calendar, email and database software; ability to communicate clearly, both orally and in writing; ability to read, write, speak, understand and communicate English sufficiently to perform the essential functions of the position; good judgment; initiative; resourcefulness; reliability; accuracy; physical condition commensurate with the demands of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: A high school or equivalency diploma and either (a) a Bachelor's degree in Information Technology or a closely related field and three (3) years of experience where a primary function of the position was the installation, operation, maintenance and diagnosis of workstation problems and associated equipment or; (b) eight (8) years of experience as described in (a).

SUBSTITUTIONS: Satisfactory completion of 30 credits* may be substituted on a year for year basis for up to four years of the required experience. A Master's Degree* in Information Technology or a closely related field may also be substituted for one additional year of experience.

SPECIAL REQUIREMENTS: Possession of a valid license to operate a motor vehicle in the State of New York at time of appointment and maintain same while in the title.

NOTES:

1. *Education beyond the secondary level must be from an institution recognized or accredited by the Board of Regents of the New York State Department of Education as a post-secondary, degree-granting institution.
2. Unless otherwise noted, only experience gained after attaining the minimum education level indicated in the minimum qualifications will be considered in evaluating experience.
3. Experience on a home personal computer may not be used as a substitute for the aforementioned experience.