

## TECHNICAL SUPPORT SPECIALIST

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision, this position is responsible for providing all areas of computer related technical support including installation, maintenance and troubleshooting of personal computers, peripherals, applications software and telecommunication equipment and services. Incumbents may manage local area network projects and provide training on basic computer usage, applications software and telephone system for internal staff. Supervision may be exercised over subordinate employees. Does related work as required.

### EXAMPLES OF WORK: (Illustrative Only)

Oversees, maintains and troubleshoots computers and related peripheral equipment;

Performs preventative maintenance in accordance with department policies;

Installs applications software on the networks; maintains network documentation;

Creates and maintains users, directory structures, security rights and printer configurations;

Provides helpdesk support, by phone and in person, for a variety of department specific applications such as Windows, Microsoft Office, Internet Explorer, Google Chrome, etc.;

Troubleshoots any hardware problems with desktop PC's, servers, switches, routers, and miscellaneous electronic equipment;

Discusses software applications with users to determine level of satisfaction and/or the need to modify software;

Troubleshoots technical problems; notifies appropriate technology staff of software failures and provides computer diagnostics;

Maintains database of inventory of workstations and associated equipment; assists in research and purchase of hardware and software;

Provides day-to-day maintenance of telephone system and equipment and trains staff in the use of the telephone system;

Provides technical advice and assistance to users concerning data communication equipment and data transmission;

May oversee electronic e-mail system;

May recommend re-allocation of operating staff and equipment resources to meet network requirements;

May be responsible for developing and/or maintaining the web site;

EXAMPLES OF WORK: (Illustrative Only) (cont'd.):

May be assigned special projects requiring the use of computer graphics and other multi-media as needed;

May train administrative and clerical staff on basic computer usage and office applications software such as EXCEL, and Power Point;

May research and evaluate new technologies and attend training sessions and seminars to further knowledge;

May supervise subordinate staff in assisting with duties, as appropriate;

Uses computer applications or other automated systems such as spreadsheets, word processing, calendar, e-mail and database software in performing work assignments.

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: 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; ability to learn a variety of 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; strong presentation skills; ability to plan, organize, and prioritize work assignments; ability to establish and maintain effective working relationships; ability to read, write, speak, understand, and communicate in English sufficiently to perform the essential duties of the position; ability to use computer applications such as spreadsheets, word processing, e-mail and database software; initiative; tact; patience; sound judgement; flexibility; physical condition commensurate with the duties of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: Graduation from high school or possession of a high school equivalency diploma and four (4) years of work experience in the installation, maintenance and technical support of computer software and hardware applications.

SUBSTITUTION #1: Satisfactory completion of 30 college credits\* may be substituted on a year for year basis for up to three (3) years of the required work experience and must include a total of at least twelve (12) credit hours in Computer Science or Information Technology.

SUBSTITUTION #2: A Bachelor's Degree\* in Computer Science, Information Technology or a closely related field may be substituted for the four (4) years of the required work experience described above.

SUBSTITUTION #3: Certification from a network training program that is vendor-approved (i.e. Cisco Systems, Alcatel-Lucent, Juniper, VMWare, Brocade, Microsoft or Nortel) may be substituted for one (1) year of the required work experience described above.

NOTE: Unless otherwise noted, only experience gained after attaining the minimum education level indicated in the minimum qualifications will be considered in evaluating experience.

\*SPECIAL NOTE: 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.

SPECIAL REQUIREMENT FOR APPOINTMENT IN SCHOOL DISTRICTS:

In accordance with the Safe Schools Against Violence in Education (SAVE) legislation, Chapter 180 of the Laws of 2000, and by the Regulations of the Commissioner of Education, candidates for appointment in school districts must obtain clearance for employment from the State Education Department prior to employment based upon a fingerprint and criminal history background check.

Towns, Villages,  
School Districts  
J. C.: Competitive  
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CSB1

Job Class Code: S758  
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