

ASSISTANT SYSTEMS SPECIALIST
(FORMERLY SYSTEMS SUPPORT SPECIALIST)

DISTINGUISHING FEATURES OF THE CLASS: The incumbent assists and acts on behalf of the Supervisor in the maintenance of the citywide area network, developing processing standards, implementing procedures and controls to assure the efficient use of the city-wide computers. Supervision is exercised over subordinate positions responsible for the maintenance of computers.

TYPICAL WORK ACTIVITIES: (Illustrative only)

- Performs end user support for all workstations and servers (such as Windows NT/95/98);
- Trouble-shoots and repairs hardware and/or software network related problems;
- Installs memory modules;
- Replaces defective hard drives;
- Repairs Network Ethernet adapters on printers and PCs;
- Performs operating system upgrades;
- Updates and verifies the internet system;
- Maintains virus software on PCs and the eight City servers;
- Installs and upgrades all PC hardware and application software on the City's system;
- Performs various wiring functions utilizing Category 5 and Ethernet technology for the various network outlets;
- Assists with the preparation of documents such as tax bills, assessment rolls, etc.;
- Prepares written detailed directions documenting computer processes and instructions for software and hardware instructions;
- Assists with the preparation of systems and programs run by Computer Services and user departments;
- In accordance with specific program instructions, scans source documents, transcribes selected data directly into electronic form, verifies all such entries and makes any necessary changes, additions and/or corrections;
- Performs related work as required.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES, AND PERSONAL CHARACTERISTICS:

- Good knowledge of Microsoft products, technical computer protocol and internet protocol, internet products, e-mail products, hardware repair and virus scanning products;
- Able to assume many supervisory responsibilities – researching, purchasing equipment and software, managing coworkers, organizing and leading projects, and prioritizing workload;

See Reverse Side

- Physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

- A) Graduation from a regionally accredited or New York State registered college or one accredited by the NYS Board of Regents to grant degrees with an Associate's Degree or higher in Computer Information Systems or related field and five (5) years of experience in computer operations which shall have included two (2) years in a supervisory position; **OR**
- B) Graduation from high school or possession of a high school equivalency diploma and seven (7) years of experience in computer operations which shall have included two (2) years in a supervisory position; **OR**
- C) An equivalent combination of training and experience as defined by the limits of (A) and (B) above.

*** Special Note: Successful completion of computer certification programs/courses may be substituted for education at the discretion of the Municipal Civil Service Commission. (i.e. A+ Certification training may be substituted for 6 months experience.)

Revised: 10/25/95
2/7/01
5/23/01
9/24/08