ASSOCIATE COMPUTER SOFTWARE TECHNICIAN

DISTINGUISHING FEATURES OF THE CLASS: Under direct supervision, an incumbent is responsible for the daily operations of various City computer networks. Duties include installing and maintaining software programs to ensure efficient operation of the computers. This work also involves coordinating, planning and communicating to end-users the proper operation of computer hardware and software. Due to the information contained on the City's computer systems, confidentiality is essential.

TYPICAL WORK ACTIVITIES: (Illustrative Only)

- Assists in the daily operation of computer information systems;
- Assists in the operation of LAN and WAN networks;
- Installs and troubleshoots software packages;
- Responds to user questions to correct system errors and make necessary system changes to various software packages and hardware equipment;
- Assists in the repairs of PC hardware;
- Trains and supports user personnel in the use of automated systems to expand and improve office or operating procedures;
- Maintains working relationships with outside agencies;
- Minor lifting and moving of equipment as necessary;
- Performs related work as required.

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

- Good knowledge of personal computers and system components;
- Good knowledge of administrative practices and procedures;
- Good knowledge of the application of automated systems;
- Good knowledge of the requirements of computer operations, software and data communications;
- Good knowledge of the standards for the proper maintenance and repair of computer equipment;
- Good knowledge of database management and related database skills;
- Ability to follow written and oral instructions;
- Ability to plan, organize and schedule computer operations effectively and efficiently;
- Ability to communicate effectively;
- Ability to work well with others;
- Poise;
- Tact;

- Resourcefulness;
- Physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS: Either:

(A)   Graduation from a regionally accredited or New York State registered two (2) year college with an Associate's Degree or higher in Database Management or Management Information Systems and two (2) years of paid experience in the operation of a medium-to-large scale computer system, mid-range computer system, and/or client/server systems, or related field; **OR**

(B)   Graduation from high school or possession of a high school equivalency diploma and four (4) years of experience in the operation of a medium-to-large scale computer system, mid-range computer system, and/or client/server systems, or related field; **OR**

(C)   Any equivalent combination of training and experience as defined by the limits of (A) and (B) above.

SPECIAL REQUIREMENT

A valid New York State driver's license is required at the time of appointment and for the duration of employment. Employees possessing additional licenses (e.g. a Commercial Driver's License) may be required to drive any vehicle which they are licensed to drive.

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         1/30/08
         10/24/17