COMPUTER SUPPORT TECHNICIAN
(Albany Public Library)

DISTINGUISHING FEATURES OF THE CLASS: The incumbent, under immediate supervision of the Network Administrator, is responsible for the installation and support of computer and audio-visual software and hardware for Library staff. The Information Technology Manager exercises immediate supervision over library personnel.

TYPICAL WORK ACTIVITIES: (Illustrative Only)

- Installs, upgrades, maintains, and troubleshoots network hardware, infrastructure, and software;
- Provides phone, e-mail and helpdesk support to Library staff concerning software and hardware consisting of basic computer operations;
- Assists staff in the proper use of computers, printers, peripherals and audio-visual equipment;
- Evaluates new products and performs operating system upgrades;
- Enters and retrieves information in an automated information system;
- Performs related work as required.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

- Good knowledge of personal computers and office equipment;
- Ability to support and maintain audio-visual equipment;
- Ability to operate personal computers and peripheral equipment;
- Ability to follow oral and written instructions;
- Ability to instruct others in the use and adaptability of personal computers, software and hardware;
- Ability to work independently and also as part of a team;
- Ability to work effectively in a fast-paced environment;
- Physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

A. Graduation from a regionally accredited or NYS registered college or university or one accredited by the NYS Board of Regents to grant degrees with a Bachelor's Degree in computer science or a related field, and three (3) years of fulltime paid experience in the operation of personal computers, software applications or peripherals; **OR**

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B.   Graduation from a regionally accredited or NYS registered college or one accredited by the NYS Board of Regents to grant degrees with an Associate's Degree in computer science or a closely related field, and five (5) years of fulltime paid experience in the operation of personal computers, software applications or peripherals; **OR**

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