

INFORMATION TECHNOLOGY SPECIALIST I

DISTINGUISHING FEATURES OF THE CLASS: The incumbent is responsible for providing first line customer support and technical assistance to departments using technology services supported by the City of Albany via telephone and/or email communication by evaluating, diagnosing and trouble-shooting customer computer problems related to software packages and basic hardware issues and offering resolutions to the problems. The work is performed under general supervision, with leeway allowed for exercising independent judgment in carrying out details of the work. Supervision is not typical of this class.

TYPICAL WORK ACTIVITIES: (Illustrative Only)

- Performs installation, administration, testing, and maintenance of hardware and software;
- Resolves end users IT problems related to software and hardware;
- Assigns and maintains confidential user passwords;
- Installs, configures or customizes software and ensures that the configuration meets system requirements;
- Maintains directories of users;
- Provides end user IT training;
- Maintains System Documentation;
- Assists with developing end user support procedures and instructional materials;
- Maintains Static Web Pages;
- Enters requests & maintains IT Ticketing software;
- Does related work as required.

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

- Good knowledge of Windows Desktop & Servers, installation;
- Good knowledge of Microsoft Office Suite;
- Good knowledge of diagnosis and repair, systems management, internet/intranet design & maintenance and IT customer support and training;
- Ability to interact tactfully and effectively with administrative officers, employees, and the general public;
- Courtesy;
- Dependability;
- Physical condition commensurate with the requirements of the position.

MINIMUM QUALIFICATIONS:

- A. Graduation from a regionally accredited or New York State registered college or university with an Associate's Degree (or higher) in Computer Science, Information Systems, or a related field; **OR**
- B. Graduation from high school, or possession of a high school equivalency diploma, and two (2) years of full-time, paid IT experience working with Windows, Desktops and Servers as well as providing direct IT customer support; **OR**
- C. An equivalent combination of training and experience as indicated above.

SPECIAL NOTE: For the purpose of determining a field comparable to Computer Science, the degree possessed must include, or be supplemented by, the following:

- 1. A minimum of thirty-five (35) semester credit hours in Computer Science; **AND**
- 2. A minimum of six (6) semester credit hours in Mathematics.

NOTE:

- A valid NYS Driver's License is required at the time of appointment and for the duration of employment.
- The terms of employment require the use of an employee's personal vehicle for transportation.
- Position may require ability to work Saturdays, Sundays, and holidays; and able to work shift assignments during the day, evening and nights.