

SENIOR TECHNOLOGY SUPPORT SPECIALIST
(Albany School District)

DISTINGUISHING FEATURES OF THE CLASS: The incumbent in this position is responsible for the management of computer servers for the School District. The Director of Information and Instructional Technology exercises immediate supervision. Supervision over others is not a responsibility of this position.

TYPICAL WORK ACTIVITIES: (Illustrative Only)

- Installs and maintains work stations and software;
- Manages and troubleshoots servers, including user account management and helpdesk functions;
- Installs, configures and maintains computer servers;
- Manages Local Area Network support and operating systems;
- Prepares documents for users of hardware and software;
- Performs related work as required.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

- Thorough knowledge in server installation, configuration and maintenance;
- Good knowledge of work station and software installation and maintenance;
- Good knowledge of personal computers and office equipment;
- Ability to adapt purchased software and hardware to existing applications;
- 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 two-year or NYS registered college with an Associate's Degree in computer science or a closely related field; **OR**
- B. Three (3) 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.