

## **SENIOR TECHNOLOGY SUPPORT SPECIALIST**

**DISTINGUISHING FEATURES OF THE CLASS:** The incumbent, under immediate supervision of the Information Technology Manager, is responsible for the installation, configuration and support of computer and audio-visual software and hardware, including desktop user computer workstations, servers and network equipment. Supervision is exercised over the work of other departmental personnel in the absence of the Information Technology Manager.

### **TYPICAL WORK ACTIVITIES:** (Illustrative Only)

- Installs, configures and maintains computer servers, workstations and software;
- Manages local area network support and operating systems;
- Assists in troubleshooting, configuring, maintaining and supporting network infrastructure;
- Provides phone, e-mail and help desk support to staff concerning software and hardware;
- Supports mobile device technologies, wireless network access, and emerging technologies;
- 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;
- Prepares and maintains system documentation and user support materials;
- Performs related work as required.

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

- Good knowledge of computer workstations, servers and mobile devices;
- Good knowledge of network administration and support;
- Ability to support and maintain audio-visual equipment;
- Ability to operate computer workstations and peripheral equipment;
- Ability to follow oral and written instructions;
- Ability to instruct others in the use and adaptability of computer workstations, 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 two-year 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 four (4) years of full-time paid experience in computer, server and network operations, software applications or peripherals; **OR**
- B. Graduation from a regionally accredited two-year or NYS registered college or university or one accredited by the NYS Board of Regents to grant degrees with an

Associate's degree in computer science or a related field, AND six (6) years of full-time paid experience in computer, server and network operations, software applications or peripherals; **OR**

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

**NOTE:** Successful completion of an applicable industry standard certification may be substituted for one year of experience.

**SPECIAL REQUIREMENTS**

A valid New York State driver's license and use of personal vehicle is required at the date of the appointment and for the duration of employment.