

TECHNOLOGY SUPPORT SPECIALIST
(Albany School District)

DISTINGUISHING FEATURES OF THE CLASS: The incumbent in this position is responsible for the support of computer and audio-visual software and hardware for District staff. 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, upgrades, maintains, and troubleshoots stand-alone or LAN workstations and software;
- Provides phone, email and helpdesk support of software and hardware consisting of basic computer operations to District staff;
- Assists staff in the proper use of computers, printers, peripherals and audio-visual equipment;
- 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 computer and peripheral equipment;
- Ability to follow oral and written instructions;
- Ability to instruct others in the use and adaptability of personal computers and purchased 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 with an Associate's Degree in computer science or a closely related field; **OR**
- B. Two years (2) 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.

SPECIAL REQUIREMENT FOR APPOINTMENT IN SCHOOL DISTRICTS AND BOCES:

Per Chapter 180 of the Laws of 2000, and by Regulations of the Commissioner of Education, to be employed in a position designated by a school district or BOCES as involving direct contact with students, a clearance for employment from the State Education Department is required.