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.