

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 and other appropriate technologies.

TYPICAL WORK ACTIVITIES: (Illustrative Only)

- Provides phone, e-mail and help desk support to staff concerning software and hardware;
- Installs, upgrades, maintains and troubleshoots computer servers, workstations and software systems;
- Assists in supporting and maintaining local area network support and operating systems;
- Assists in supporting 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;
- Ability to assist with 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 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 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 three (3) 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 five (5) 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.