

CLIENT SUPPORT TECHNICIAN ASSISTANT I

50-H

DISTINGUISHING FEATURES OF THE CLASS: This is an entry level position in the client and application support environment in a computer information systems unit of the organization. Client Support Technician Assistant I's receive support from higher level technicians while performing analysis and application support duties. This class of position differs from Client Support Technician Assistant II in level and complexity of assignments. Work is performed under direct supervision.

TYPICAL WORK ACTIVITIES: *∴ The typical work activities listed below, while providing representative examples of the variety of work assignments in the title, do not describe any individual position. Incumbents in this title may perform some or all of the following, as well as other related activities not described.*

May study tasks currently being performed to determine if data management will increase overall efficiency;

May assist in analyzing work flow to isolate core processes and to identify common data elements and their relationships to other processes within the unit and/or organization;

Assists in preparing work flow charts and diagrams to allow visualization of the various aspects of a task or process;

May help write computer programs, code segments and/or applications using available computer languages;

May design or modify computer applications using existing computer software;

May train users to use custom software/applications;

Assists in the writing of procedures or instruction manuals;

Assists in troubleshooting custom and pre-packaged software applications;

May assist in the design, creation and maintenance of databases using relational database management systems;

May operate a variety of office equipment.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES, AND PERSONAL CHARAC-

TERISTICS: Working knowledge of modern software for office productivity; working knowledge of concepts and terminology in the field of electronic data processing; working knowledge of the use, operation and routine identification of problems occurring with computer software applications; working knowledge of computer programming principles and concepts; ability to understand and follow oral and written directions; ability to analyze work flow; ability to understand and interpret tabular data; ability to express oneself clearly both orally and in writing; good judgment; and resourcefulness.

MINIMUM QUALIFICATIONS: (Either)

- (A) Graduation from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees with an Associate's Degree in computer programming, computer sciences, computer engineering, systems analysis, data processing or a closely related field; or
- (B) Graduation from high school or possession of a high school equivalency diploma and two (2) years of experience in computer programming; web page design or software development.

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Last Reviewed: 06/18/01

Jurisdictional Class: Competitive

Public Hearing: N/A

NYS Civil Service Commission Approval: N/A

Revised in Classplan 7/6/17

Revised and Replaced in Classplan: 1/3/2023