

DISTINGUISHING FEATURES OF THE CLASS: This position involves performing moderate level client and application support in a computer information systems unit of an organization. Incumbents assess data management needs, make recommendations, assist in planning and implementing solutions for defined segments of the user community. The incumbent will be an active participant on a team and assist in team project tasks and providing deliverables. This class differs from hardware technicians (LAN and WAN) in that the focus is on software applications and client support in utilizing information systems to accomplish their respective missions. This position differs from Client Support Technician I and II, by virtue of the scope of responsibility and independent judgment necessary. Work is performed under direct supervision of the Director of Application Development & Support or the Chief Information Officer. Does related work as required.

TYPICAL WORK ACTIVITIES:

Meets with representatives of the user community to determine data management and work flow requirements of the unit;

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

Assists 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 county;

May assist in conducting feasibility studies;

Assists in the design or relational database models;

Assists in making presentations to users, department heads, and others;

May prepare work flow charts and diagrams to allow visualization of the various aspects of a task or process;

May assist in the development of computer programs and applications using various computer languages;

May assist in designing computer applications using existing computer software;

Prepares reports from a variety of relational database management systems;

May assist in training users to use custom software/applications;

Helps prepare written procedures or instruction manuals and provides guidance to users in maximizing the use of available technology in performing job duties;

Assists in troubleshooting custom and pre-packaged software applications;

Assists users in the integration of computer software applications into the workplace;

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

Operates a variety of office equipment and machinery.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARAC-

TERISTICS: Good knowledge of modern software for office productivity; good knowledge of concepts and terminology in the field of electronic data processing; good knowledge of the use, operation and routine identification of problems occurring with computer software application; working knowledge of computer programming principles and concepts; ability to formulate solutions to work flow issues; ability to analyze work flow; ability to reason logically; ability to express oneself clearly both orally and in writing; ability to interact effectively with others; skill in utilizing computer programs to automate paper or manual systems; skill in following and applying written and oral directions; 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 a Bachelor's Degree in computer programming, computer sciences, computer engineering, systems analysis, data processing or a closely related field; or
- (B) 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 and two (2) years of experience in computer programming; web page design, software development, implementation and support or in-depth experience in the utilization of office productivity software; or
- (C) Graduation from high school or possession of a high school equivalency diploma and four (4) years of experience in computer programming; web page design, software development, implementation and support or in-depth experience in the utilization of office productivity software.

NOTE: Your degree or credits must have been awarded by a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S. Secretary of Education. If your degree or credits were awarded by an educational institution outside of the United States and its territories, you must provide independent verification of equivalency. A list of acceptable companies who provide this service can be found on the Internet at: <https://www.cs.ny.gov/jobseeker/degrees.cfm>. You must pay the required evaluation fee.

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Last Reviewed:6/18/01
Jurisdictional Class: Competitive
Public Hearing: N/A
NYS Civil Service Commission Approval: N/A

4/26/2010 – Reremoved from Y;Classplan – Title never used.
Placed back in SC Personnel Classplan 12/30/19
Revised and Replaced in Classplan: 1/3/2023
Revised and Replaced in Classplan: 12/10/2024 (Edu)