

## CLIENT SUPPORT TECHNICIAN I

49-J

DISTINGUISHING FEATURES OF THE CLASS: This position assists and involves the users of computer information systems in the development of applications to accomplish their respective missions efficiently. Incumbents assess data management needs, make recommendations, plan and implement solutions for defined segments of the users community (i.e. financial administration, human resources/payroll/benefit administration/workforce development, human services, public works, etc). This may include feasibility studies, project definition, systems analysis, hardware/software selection, programming, debugging, implementation, documentation, user training and user support. The incumbent is responsible for total project management, including providing deliverables, making presentations, coordinating team efforts, overseeing and/or performing necessary programming tasks, and smooth implementation of the finished product. This position is both technical and analytical in nature, and requires a high degree of organization. This class differs from hardware technicians (LAN and WAN) in that the focus is on software applications to more efficiently enable departments to accomplish their missions. This class differs from Client Support Technician II in the level of duties and responsibilities which require the incumbent to have a lower level of experience than the higher level Client Support Technician. Work is performed under the direction of the Chief Information Officer or designee with leeway for independently performing most of the duties of the position. Supervision may be exercised over other members of a team, and contracted or in-house programmers. Does related work as required.

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.*

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;
- Analyzes 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 conduct feasibility studies;
- May design relational database models;
- May prepare work flow charts and diagrams to allow visualization of the various aspects of a task or process;
- May write or oversee the development of computer programs and applications using various computer languages;
- May design computer applications using existing computer software;
- Prepares reports from a variety of relational database management systems (RDBMS);
- May train users to use custom software/applications;
- Writes procedures or instruction manuals and provides guidance to users in maximizing the use of available technology in performing job duties;
- Troubleshoots custom and pre-packaged software applications;
- Assists users in the integration of computer software applications into the workplace;
- May design, create and maintain databases using relational database management systems;
- Operates a variety of office equipment and machinery;
- Performs other related duties as required.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES, AND PERSONAL CHARACTERISTICS: Thorough knowledge of MS Office Suite and web based .NET applications design and development along with database development, design and support; 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 applications; working knowledge of computer programming principles and concepts; skill in utilizing computer programs to automate paper or manual systems; skill in defining the objectives of a work unit; skill in formulating solutions to work flow issues; skill in following and applying written and oral directions; skill in organizing all aspects of project management; ability to analyze work flow; ability to reason logically; ability to understand and interpret tabular data; ability to work well within tight deadlines; ability to express oneself clearly both orally and in writing; ability to interact effectively with peers, superiors, and the user community; sound judgment; analytical mind; 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 or higher in computer programming, computer sciences, computer engineering, systems analysis, data processing, or a closely related field, and six (6) years of experience in software development, implementation and support which shall have included .NET and/or related Microsoft development technologies; 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 eight (8) years of experience as described in (A) above; or
- (C) Graduation from high school or possession of a high school equivalency diploma and ten (10) years of experience as described in (A) above.

***NOTE: In-depth experience in the utilization of office productivity software may be substituted for programing experience on a year for year basis.***

**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.