

## **COMPUTER-NETWORK SUPPORT SPECIALIST**

**DISTINGUISHING FEATURES OF THE CLASS:** This is specialized technical work involving responsibility for the maintenance and repair of the local network environment, operating systems, computers/laptops/tablets, related peripherals, student learning management system, and communication system.

**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.*

Install and configure PC/Mac computer software and diagnose software related issues that may arise;

Assists in the tracking of inventory and repairs of IT related equipment;

Administration of Microsoft Windows Desktop operating systems like, but not limited to, Windows 10;

Administration of Apple operating systems like, but not limited to, OS X 10.x;

Provides technical support and communicates technical advice to users;

Provides installation, maintenance, and troubleshooting of networked equipment including, but not limited to, computers, switches, hubs, routers, cables, APs, and broadband connections;

May support data connectivity equipment (wired/wireless) and/or telecommunication equipment;

May administer/create User email accounts;

May train users on established applications in use;

May create/restore system back-up system images for disaster recovery purposes;

Performs cleaning and preventative maintenance and repairs on computer systems and related peripheral equipment including, but not limited to, PC/Mac computers, displays, printers, disk drives, keyboards, network servers, access points, etc.;

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Attends professional development training as needed to upgrade and update necessary skills;

Maintenance of printer and print servers in a networked environment;

Installation and set-up of expansion cards including, but not limited to, controllers, sound cards, and network interface cards, etc.;

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

**TERISTICS**: Proficient in Microsoft Desktop/Mac Applications (not limited to) Office 2016, Office 365, JAMF, and others; experienced with creating User/Group Accounts working with Microsoft ADUC (Active Directory Users and Computers) in a Hybrid environment; experienced with Microsoft Office 365 application administration; thorough knowledge of Desktop/Laptop/Tablet networking software and hardware, including installation, upgrade, and maintenance of computer networks; thorough knowledge of wired/wireless networking equipment including installation, administration, troubleshooting, and network cabling systems; good working knowledge of printers and print servers in a networked environment; good working knowledge of the installation and set-up of computer expansion cards, including controllers, sound cards, and network interface cards; thorough knowledge of PC/Mac application software installation and troubleshooting in a Hybrid environment; familiarity with SFTP and FTP processes and procedures; good knowledge of the set-up and maintenance of Users' email accounts in a Microsoft Hybrid environment; working knowledge of PC/Mac hardware, including diagnosis and repair of common problems; ability to train and communicate technical advice to users; reliability; and good interpersonal skills.

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#### MINIMUM QUALIFICATIONS: Either:

- (A) Graduation from a regionally accredited or New York State registered college or university recognized by the New York State Education Department with a Bachelor's Degree in Computer Science, Computer Information Systems, or a related field, and at least two (2) years' professional experience supporting desktops, laptops, tablets, local and wide area networks; or
- (B) Graduation from a regionally accredited or New York State registered college or university recognized by the New York State Education Department with an Associate's Degree in Computer Science, Computer Information Systems, or a related field, and four (4) years' experience as described in (A) above.

*SPECIAL NOTE: Possession of certification in CompTIA A+, Network +, or Server + will be considered meeting 1 year of experience.*

*SPECIAL REQUIREMENTS FOR APPOINTMENT: (1) Must possess and maintain a valid driver's license; and (2) be able to safely lift and carry fifty (50) pounds.*

**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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Public Hearing: N/A

NYS Civil Service Commission Approval: N/A

Reviewed and placed in Classplan: 4/7/2022

Revised and Replaced in Classplan: 1/9/2023

Revised and Replaced in Classplan: 12/26/2024 (Edu)