

DISTINGUISHING FEATURES OF THE CLASS: This position performs analytical, technical and administrative work in the planning, design and installation of new and existing personal computer (PC) systems. Incumbent will be responsible to work on moderately complex problems and meet with end users to facilitate problem resolution. Work is performed under the direction of the Director of Operations & Network Administration with leeway for independently performing the duties of the position.

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.*

Ability to recognize research and resolve moderately complex problems;

Operates a variety of computer equipment and machinery;

Develops procedures relating to installation and maintenance of PC equipment and software;

Participates in the maintenance of all PC computer equipment;

Installs, troubleshoots, and maintains PC equipment;

Maintains current inventory of all PC equipment and software on the network;

Provides assistance to users in support of their use of PC's and network resources;

Analyzes off-the-shelf software and modifies to suit;

May maintain or utilize telecommunications protocols;

Provides training for end users in the use of equipment and software.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES, AND PERSONAL CHARACTERISTICS:

Good knowledge of a large enterprise environment involved in the installation and routine maintenance of PC/Workstation hardware and software; good knowledge of installation of peripheral equipment; good knowledge of integrating in a network enterprise based on Novell,

Microsoft and TCP/IP protocols; good knowledge of the Microsoft Windows 98, 2000 and XP operating systems and Microsoft Office Professional suite of software products; ability to analyze and solve complex problems; ability to develop effective working relationships; ability to plan and coordinate various activities between the municipality and outside vendors; ability to express self clearly both verbally and in writing; ability to prepare written summaries and reports; and ability to evaluate technology trends.

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 Sciences, Computer Engineering or a related field and one (1) year of experience supporting PC hardware and software in a large enterprise environment; 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 Associates Degree in Computer Sciences, Computer Engineering or a related field and three (3) years of experience supporting PC hardware and software in a large enterprise environment; or
- (C) Graduation from high school or possession of a high school equivalency diploma and five (5) years experience as described in (A) and (B) above; or
- (D) An equivalent combination of training and experience as described in (A) and (B) above.

SPECIAL NOTE: Nationally recognized system certifications such as Microsoft A+ will be considered as meeting 3 months of experience; Microsoft Certified System Engineer (MCSE) will be considered meeting 1 year of experience and Cisco Certified Network Associate (CCNA) will be considered as meeting 2 years of experience.

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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Jurisdictional Class: Competitive

Public Hearing: N/A

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