TECHNOLOGY SUPPORT SPECIALIST (School District)   414-W

DISTINGUISHING FEATURES OF THE CLASS: An incumbent in this position responds to computer user requests within the school district and serves as the liaison between users and technicians, providing technical support services and software training to computer users. Work is performed under general supervision of Assistant Superintendent/Director of Technology with leeway allowed in exercising independent judgment in carrying out detail of the work. Supervision is not a function of this 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.*

Provides training sessions to school district staff on using internet or various software applications;

Acts as the liaison between user and technical personnel and serves as the central contact person for

 user reporting of all hardware and software problems;

Maintains full documentation of problems and their resolution, tracking unresolved problems and

 following up until resolution occurs;

Researches hardware and software at the direction of the supervisor and obtains proposals and price

quotes from vendors;

May maintain and update information onto website, and perform installation of computer hardware

 and software;

May perform preventive maintenance and minor troubleshooting of computer hardware and

 software;

Attends training as needed to upgrade and update skills in order to be able to provide support for

 various software applications.

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

TERISTICS: Good knowledge of the use, operation and routine maintenance of computer hardware

and peripheral devices; Good knowledge of procedures related to troubleshooting software problems;

good knowledge of record keeping procedures; working knowledge of computer terminology and

hardware problems; ability to follow oral and written instructions; ability to communicate effectively

both orally and in writing; ability to follow oral and written instructions; and ability to establish and

maintain effective working relations with users and technical personnel.

MINIMUM QUALIFICATIONS: Either:

   (A) Completion of 60 credit hours at a regionally accredited college or university or one

       accredited by the New York State Board of Regents to grant degrees in the area of computer

       science, computer technology or related field and one (1) year of paid experience in a

       computer lab, computer technical support, or similar environment which shall have included

       software training and/or support; OR

   (B) Graduation from high school or possession of a high school equivalency diploma and three

        (3) years of experience as outlined in (A) above; OR

   (C) An equivalent combination of education and experience as defined by the limits of (A) and

       (B) above.

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.