



Jurisdiction Class: Competitive
Civil Division: School Districts
Adopted by PO: 6/3/2016
Revised: 8/13/2020

SENIOR COMPUTER TECHNICAL SPECIALIST

DISTINGUISHING FEATURES OF THE CLASS:

This is a technical position responsible for the efficient functioning of standalone and networked systems. The incumbent assists and trains staff that has access to internal and outside agency databases or networks. An incumbent also operates and makes repairs on computers and related peripheral equipment. Work is performed under the general supervision of the Director with considerable leeway allowed for the exercise of independent judgment in carrying out the details of the work. Supervision is not a function of this class. Does related work as required. Does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative only)

Assists in the testing, delivery and setup of new equipment in user department/unit;
Installs and upgrades software including the ability to customize same to meet specific requirements;
Coordinates and logs hardware-related problems and resolves them with the computer vendor to ensure ongoing computer reliability;
Assist in trouble-shooting hardware and software problems;;
Monitors and maintains problems and follows up until problem resolution occurs, facilitates;
Advises user(s) of procedure to follow until resolution occurs;
Meets with supervisor and determines the best approach for solving difficult problems with the system;
Assists with the development and maintenance of procedures;
Maintains user access data;
Assists in maintaining backup procedures;
Performs other duties as assigned.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Thorough knowledge of modern computer and mobile device techniques and concepts;
Thorough knowledge of computers and peripheral equipment;
Ability to learn new methods and techniques quickly and apply them;
Ability to follow complex oral and written instructions;
Ability to communicate effectively with the customer on a technical and non-technical level;
Ability to work harmoniously with co-workers;
Ability to supervise other technical staff;
Accuracy;
Ability to exercise good judgment;
Ability to work effectively under pressure;
Ability to obtain certified network administrators status;
Physical condition commensurate with the demand of the position (must be able to lift 50 pounds repetitively, must have dexterity to terminate cable ends).
Thorough knowledge of procedures related to troubleshooting hardware and software problems;
Thorough knowledge of computer/network terminology;
Thorough knowledge of modern methods, principles and techniques of data processing and data communications;
Good knowledge of general office practices and procedures;
Working knowledge of GIS systems;
Ability to adapt purchased software to existing applications;
Ability to express oneself clearly and concisely, both orally and in writing;
Ability to maintain effective working relationships with users and technical personnel;
Ability to understand and follow oral and written instructions.

MINIMUM QUALIFICATIONS:

- a) Graduation from high school; or possession of a high school equivalency diploma; and EITHER

- b) Associate's Degree or higher in computer science, computer information systems, networking, telecommunications, management information systems; or closely related field with fifteen (15) hours in Computer Science AND a total of four (4) years of experience in the following computer related areas: network, server, storage, and windows systems management; mobile device management; Apple and iOS systems management; telecommunications; IT customer support and training; computer installation, diagnosis and repair; technical writing; computer security; knowledge management; database administration, design and management; internet/intranet development, design, and maintenance; information technology project management; computer programming; business/systems analysis; program design; or program testing; OR
- c) Bachelor's Degree or higher in computer science, computer information systems, networking, telecommunications, management information systems; AND minimum of two (2) years' experience as identified in (b); OR
- d) Six (6) years of experience as identified in (b).

SPECIAL REQUIREMENT FOR APPOINTMENT:

- a) Minimum of two (2) years Microsoft Active Directory management or comparable Microsoft certification; AND
- b) Possession of a valid New York State Driver's license is required at the time of appointment, and such license must be maintained in good standing throughout the tenure of employment in the position.
- c) Preference will be giving to applicants with experience using Google Apps & Admin, or comparable Google certification and simple scripting for Windows and Mac.