

COMPUTER OPERATIONS SUPPORT SPECIALIST

DISTINGUISHING FEATURES OF THE CLASS:

The work involves responsibility for providing technical assistance and support for information technology users in the school district. A Computer Operations Support Specialist provides technical assistance by installing, maintaining, diagnosing and resolving problems or questions related to computer hardware, software, networks and peripheral equipment. Additional duties include; designing, programming and customizing databases and queries to meet various user needs. The work is performed under the direct supervision of a Coordinator of Network and Technology Services. The incumbent exercises no supervision. Does related work as required.

TYPICAL WORK ACTIVITIES:

Installs and maintains software and hardware and other peripheral equipment;

Monitors network for problems and initiates necessary corrective action by conferring
with users and technical staff;

Diagnoses and resolves end-user problems with computer hardware, software,
networks or peripheral equipment and/or referring same to appropriate staff for
additional support;

Creates user identification names and passwords for school district personnel to
maintain network security;

Performs normal daily maintenance tasks, such as file backups and restoration,
and file organization as required by the various application procedures;

Meets with and conducts needs analysis with end users to design databases to insure
that what is requested will accomplish need and goals;

Programs and customizes various databases, and designs advanced queries and
customized reports to meet the needs of users;

Reorganizes and/or restructures the database to accommodate physical or logical
changes; makes changes as necessary to elements existing in the database;

Provides training and orientations for computer users on databases, new software and equipment or e-mail;

Performs file purge operations needed to maintain optimum resource utilization;

Runs diagnostic software programs to insure operational integrity of equipment;

Maintains liaison with district staff and administrators in order to determine and help develop information needs and resolve problems;

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Thorough knowledge of database management systems, structures and techniques;

Good knowledge of computer hardware, software, networks and peripheral equipment;

Ability to operate a personal computer and utilize common office software programs including word processing, spreadsheet and databases at an acceptable rate of accuracy and speed;

Ability to adapt to changing technical environment;

Ability to install and maintain software and hardware and other peripheral equipment;

Ability to communicate orally and in writing;

Ability to analyze the database requirements of a variety of computer applications and to design appropriate relational database structures;

Ability to advise and train others in computer operation, software and database applications;

Ability to problem-solve computer user hardware and software problems;

Ability to understand and interpret complex oral instructions and/or written directions;

Ability to establish and maintain effective working relationships with others;

Ability to perform close, detail work involving considerable visual effort and concentration;

Ability to design, program and customize databases and advanced queries and reports to meet user defined needs;

Ability to communicate effectively both orally and in writing;

Physical condition commensurate with the demands of the position.

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 an Associate's degree which included or was supplemented by twelve (12) credit hours coursework in management information systems, computer science, computer technology, information resource management, data processing or related computer fields and one (1) year of experience installing, maintaining, diagnosing and resolving problems related to computer hardware, software, networks and peripheral equipment or one (1) year of experience in designing, programming and customizing databases; or
- (b) Graduation from high school or possession of a high school equivalency diploma and three (3) years of experience installing, maintaining, diagnosing and resolving problems related to computer hardware, software, networks and peripheral equipment or three (3) years of experience in designing, programming and customizing databases; or

- (c) An equivalent combination of training and experience defined by the limits of (a) and (b) above.

NOTES:

1. Successful completion of a three (3) credit semester hour course in college-level management information systems, computer science, computer technology, information resource management, data processing or related computer fields may be substituted for three (3) months of appropriate experience.
2. Successful completion of a course of study offered by a technical training institute, college or a corporate training program may be substituted for the twelve (12) semester credit hours in college-level management information systems, computer science, computer technology, information resource management, data processing or related computer fields; or one (1) year of appropriate experience, if the following conditions are met:
 - a) The course of training involves learning the fundamental aspects of computer programming, systems analysis, telecommunications systems, LAN/WAN system configuration or a similar course with technical emphasis on the operation of a connected computer system.
 - b) The candidate provides an official description of the coursework and evidence that it was successfully completed.
3. Coursework in the use of specific programs such as WORD, EXCEL or ACCESS and data entry is not acceptable.