

TECHNICAL SUPPORT SPECIALIST

DISTINGUISHING FEATURES OF THE CLASS:

Under general supervision from the Information Technology Supervisor, this position is responsible for providing all areas of computer related technical support including installation, maintenance and troubleshooting of personal computers, peripherals, applications software and telecommunication equipment and services. Incumbents may manage local area network projects and provide training on basic computer usage, applications software and telephone system for internal staff. Does related work as required.

TYPICAL WORK ACTIVITIES:

Provides help desk support by telephone and in person for City computers, tablets and related peripheral equipment

Provides technical assistance for a variety of department specific applications such as Microsoft Office, Internet Explorer, Google Chrome, etc.

Set up and install software on new computer systems, and decommission old equipment

Maintain database of inventory of workstations and associated equipment

Assist in research and purchase of new hardware and software

Perform preventative maintenance in accordance with department policies

Installs applications software on the network and creates and maintains users, directory structures, security rights and printer configuration as backup to supervisory IT staff

Provides day to day maintenance of telephone system and equipment and trains staff in the use of the telephone system

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Thorough knowledge of the operation and use of personal computers and their peripheral equipment;

Good knowledge of logical operations of computers and data communication devices;

Working knowledge of networking computers;

Working knowledge of data processing methodology and techniques in creating documentation and data security;

TECHNICAL SUPPORT SPECIALIST – cont'd

Ability to learn a variety of operating systems;

Ability to simplify technical terminology for training purposes;

Ability to identify and resolve user problems;

Ability to communicate effectively both orally and in writing;

Strong presentation skills;

Ability to plan, organize and prioritize work assignments;

Ability to establish and maintain effective working relationships;

Ability to use computer applications such as spreadsheets, word processing, e-mail and database software;

Ability to establish a rapport with others for the purposes of obtaining or conveying information;

Physical condition commensurate with the duties of the position

MINIMUM QUALIFICATIONS:

- (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 Science, Information Technology or a closely related field and one (1) year work experience in the installation, maintenance and technical support of computer software and hardware applications; 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 Associate's degree and two (2) years work experience in the installation, maintenance and technical support of computer software and hardware applications; or
- (c) Graduation from high school or possession of a high school equivalency diploma and four (4) years of work experience in the installation, maintenance and technical support of computer software and hardware applications