

DEPARTMENT: ALL APPLICABLE
CLASSIFICATION: COMPETITIVE
APPROVED: APRIL 20, 2023

COMPUTER TECHNICIAN I

DISTINGUISHING FEATURES OF THE CLASS: This position involves responsibility for providing technical support for an organization's information technology needs. The details of the work vary according to location; however, generally this class of positions involves computer and/or telecommunications network installation, configuration, maintenance and repair, help desk and user support, and/or proper removal of obsolete hardware/software. The work requires an awareness and appropriate use of cyber hygiene principles and practices in maintaining the health of information technology systems and protecting data. The incumbent may also operate a personal computer utilizing a variety of software and may do so for production work on a regular, routine basis. The incumbent may also analyze work processes and plan the computerization of manual work methods. The work is performed under the general supervision of a higher-ranking employee. The incumbent does not exercise supervision. Does related work as required.

TYPICAL WORK ACTIVITIES:

1. Creates, modifies, manages, and applies images to computing devices;
2. Installs, configures, updates, and decommissions computing devices, software, peripherals, approved endpoint protection, and telecommunications equipment such as land based phone lines, fiber optics and wireless networks;
3. Provides first line technical assistance to information technology users including identifying and resolving computer hardware and software problems and telecommunications problems either directly or by escalating the request to the appropriate specialist or manufacturer in a timely manner;
4. Utilizes a help desk ticket system to document information technology assistance requests and to document the identification and resolution of issues and related information;
5. Provides follow up with users to ensure issues are satisfactorily resolved;
6. Assists users with the use of information technology equipment, software, and proper cyber hygiene principles and practices;
7. Maintains accurate and timely records of information technology asset inventory additions, changes, and decommissions;
8. Operates a personal computer and peripheral equipment either on an occasional basis or for production work on a regular routine basis including developing reports, and preparing data for export and display;
9. Evaluates computer and other equipment requirements and makes purchase recommendations for a computer center or computer laboratory;
10. Analyzes work procedures to identify those which are adaptable to computer applications and devises/applies plans to upgrade from manual or obsolete methods to computerized systems;
11. Contributes to information technology instructional/technical knowledgebase documentation;
12. Provides computer hardware, software, peripheral, phone, and mobile device training to information technology users as needed;
13. Travels to various county facilities to perform the above tasks.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Good knowledge of computer and telecommunications network installation, configuration, maintenance and repair; good knowledge of computer software relative to the work performed; working knowledge of work processes analysis; working knowledge of modern office terminology, procedures, and equipment; working knowledge of training methods and procedures; ability to install, configure, update, and decommission computers, telecommunication components, and/or wireless networks; ability to identify and resolve computer and telecommunications problems; ability to establish and maintain effective working relationships with others; ability to understand, interpret and follow complex technical written instructions; ability to operate a personal computer and peripheral equipment in a manner consistent with the work performed; ability to evaluate equipment requirements and make purchase recommendations for a computer center or computer laboratory; ability to analyze work procedures to identify those which are adaptable to computer applications; ability to devise and implement plans to upgrade from manual or obsolete methods to computerized systems; ability to develop information technology instructional/technical documentation; ability to demonstrate or provide instruction relative to computer or telecommunications equipment use; ability to use help desk ticket system to document information technology assistance requests and to document the identification and resolution of issues and related information; sound judgment; integrity; tact; courtesy; physical condition commensurate with the demands of the position.

COMPUTER TECHNICIAN I CONTINUED

MINIMUM QUALIFICATIONS: Candidates must meet one of the following:

1. Graduation with an Associate's Degree or higher in computer science, computer technology, computer repair or a closely related field; or
2. Graduation from high school or possession of an equivalency diploma, and two (2) years of paid experience in computer or telecommunications network operation, installation, maintenance or repair; or help desk and computer user training and support; or
3. An equivalent combination of training and experience as defined by the limits of (1) and (2).

SPECIAL REQUIREMENT: Candidates for appointment will be required to undergo a state and national criminal history background investigation, which will include a fingerprint check to determine suitability for appointment. Candidates must possess a valid New York State Driver's license and it must be maintained throughout one's employment. Certain assignments made to employees in this class will require reasonable access to transportation to meet field work requirements made in the ordinary course of business in a timely and efficient manner. Failure to meet the standards for the background investigation may result in disqualification.

NOTE:

1. Degrees 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;
2. Part-time experience will be pro-rated.