

## INFORMATION TECHNOLOGY SPECIALIST

**DISTINGUISHING FEATURES OF THE CLASS:** An incumbent in this class is assigned to support all information technology for an assigned Ulster County Department. The work involves the responsibility of coordinating the installation and support of hardware and software in use by the assigned County Department and for administering the department's applications and security. Work is performed under the general supervision of a higher level employee within the guides of Ulster County policies and procedures. Supervision is not generally a function of this class. Does related work as required.

**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.

Coordinates all installations, upgrades, testing, customizations, security and problem reporting with the liaison from the assigned County Department;

Installs, upgrades and supports Information Services approved information technology hardware and software for the assigned County Departments including desktop and server applications;

Administers the assigned County Department's application and security;

Tests applications used by assigned County Departments including testing after installation or upgrades in software, or equipment;

Researches, evaluates and recommends new and/or revised systems, applications, programs and features;

Maintains security for assigned County Department file servers and clients accordingly to Information Services policy;

Defines the organization of files to meet the standard and requirements of the assigned County Department;

Uses computer applications or other automated systems such as spreadsheets, word processing, calendar, email and database software in performing work assignments;

Provides the second line of support after the County Department liaison for Information Technology problems within the assigned County Department and/or participating agencies;

Responds to critical system problems on a 24-hour basis;

May perform other incidental tasks, as needed.

**FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:** Thorough knowledge of the components, operation, and maintenance of workstation equipment; thorough knowledge of latest MS-Windows, Microsoft Office, Microsoft Server and Active Directory Software; good knowledge of Information Technology and Data Communications terminology especially as it relates to personal computers and local area networks; working knowledge of personal computer software industry standards; skill in assessing and resolving personal computer and local area network hardware and software problems; ability to work with personal computer vendors and consultants; ability to read and understand technical manuals; ability to follow complex oral and written instructions; ability to prepare written reports; manual dexterity; tact; courtesy.

**MINIMUM QUALIFICATIONS:** Either:

- A. Graduation from a New York State registered or regionally accredited college with an Associate's Degree in Computer Science or closely related field and two (2) years of full-time paid, or its' part-time equivalent, experience as a LAN Administrator, Personal Computer Technician or similar position; **OR**
- B. Graduation from high school, or possession of a high school equivalency diploma and four (4) years of full-time paid, or its' part-time equivalent, experience as a LAN Administrator, Personal Computer Technician or similar position; **OR**
- C. An equivalent combination of training and experience as indicated above.

Note: Full-time study in a course leading to a Certificate in a particular area of computer study may be substituted for the above-listed experience, on a month-for month basis.

ULSTER COUNTY  
3661 IT SPEC  
Classification: Competitive  
Grade: 15  
Union: CSEA

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