NETWORK SUPPORT TECHNICIAN

DISTINGUISHING FEATURES OF THE CLASS: This position involves assisting in the coordination and implementation of equipment, software, troubleshooting, testing and support and maintaining the integrity of Local Area Networks (LANS) for Ulster BOCES and participating school districts. The work also includes assisting in ensuring that appliances and LANS are in optimal working condition, maintaining contact with support desk, working with a team to establish effective communication with the district and supporting the district and Instructional Services staff to incorporate the use of technology to improve teaching and learning. The work is performed under the general supervision of a higher level employee with leeway allowed for exercising independent judgement in carrying out the details of the work. Supervision is not 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.

Assists in maintaining the integrity of Local Area Networks (LANS) through coordination and implementation of equipment, software, troubleshooting, testing and support;

Assists in ensuring that appliances and LANS are in optimal working order by providing support and troubleshooting;

Maintains contact with support desk, checks e-mail and voicemail on a regular basis and responds appropriately and quickly to requests;

Works with a team to establish effective communication with district to ensure optimal service delivery;

Supports district and Instructional Services instructional staff to incorporate the use of technology to improve teaching and learning;

Assists in training of technologies that support the learning environment;

Sets up for and attends to the technical aspects of staff development and student programs;

Participates in ensuring records of inventory, maintenance, support and telecommunication services are kept accurate and current;

Works with supervisor to coordinate preventive maintenance and/or corrective programs with vendor service personnel;

Informs supervisor of issues and course of action to improve quality of services;

Keeps current on new equipment, software and technologies;

Provides a written weekly status report to supervisor;

May assist other team members as needed.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Working knowledge of the concepts, use and abilities of Local Area Networks and /Wide Area Networks (LANs and WANs); working knowledge of trouble shooting procedures pertaining to personal computers and related equipment; working knowledge of the tools, terminology and safety precautions involved in equipment repair; ability to maintain records and prepare written reports; ability to understand and follow technical instructions; ability to understand and apply schematic diagrams; ability to get along well with others; ability to communicate effectively both orally and in writing; good customer service skills; initiative; tact; sound judgment.

MINIMUM QUALIFICATIONS: Either:

A. Successful completion of fifteen (15) credit hours* from a New York State registered or regionally accredited college or university, a technical training institute or a corporate training program in Computer Science, Management Information Systems, Information Resources Management, Information Technology, or a closely related field and one (1) year of full-time paid, or its part-time equivalent technical experience involving Local/Wide Area Networks and/or technical support in a computer center environment; **OR**

B. Possession of a diploma or certificate of completion in a program of study in computer networking and/or A+ certification and/or Operating Systems Software Support or substantially similar program from a technical school licensed by the New York State Department of Education and one (1) year of full-time paid, or its part-time equivalent technical experience involving Local/Wide Area Networks and/or technical support in a computer center environment; **OR**

C. Graduation from high school, or possession of a high school equivalency diploma and two (2) years of full-time paid, or its part-time equivalent technical experience involving Local/Wide Area Networks and/or technical support in a computer center environment; **OR**

D. An equivalent combination of training and experience as indicated above

*Coursework in the use of specific programs such as WORD, EXCEL, or ACCESS and data entry is not acceptable.

Special Requirement: Possession of a valid New York State driver's license appropriate to the vehicles operated or otherwise demonstrates the ability to meet the transportation needs of the job.

ULSTER COUNTY
4512 N SUP TECH
4515 NS TEC HLP
Classification: Competitive
OA

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