

SENIOR TECHNOLOGY SUPERVISOR

DISTINGUISHING FEATURES OF THE CLASS: An incumbent in this class is primarily responsible for coordinating and supervising the work of technical support and field service operations fields including planning and organizing workflow to meet customer needs. This work involves responsibility of supervising and coordinating technical field service personnel in the maintenance and installation activities on all computer and/ or electronic equipment and providing resolution for personal computers, networks and communications equipment and software problems. The incumbent will also be responsible for performing and participating in the maintenance and installation of all computer and/or electronic equipment and is actively involved in problem resolution. Work is performed under the general supervision of the Director of Information Services and or designee. Supervision over the work of others is a responsibility of an employee in 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.

Supervises field services related to repair, upgrading and replacement of the County's technology equipment;

Directs, supervises trains and provides input in evaluating technology personnel and oversees the preparation of technology equipment for installation;

Coordinates the work flow for the installation of new computer software and software updates and the distribution of computer hardware and software in departments;

Coordinates activities with County maintenance department and contractors for adding and moving technology equipment;

Tests and evaluates new technology and software and diagnosis hardware and software problems for technology equipment;

Utilizes the County Inventory System to maintain an inventory for new and spare parts (including location) of computer and other technological equipment;

Maintains disposal records for technology equipment;

Provides documented, policies and procedures on technology equipment;

May act as LAN Administrator for multiple LANs.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND

PERSONAL CHARACTERISTICS: Thorough knowledge of components, operation, maintenance and repair of computer, and related equipment; thorough knowledge of Microsoft Windows Operating System and the operation of desktop applications in the MS Windows operating environment; good knowledge of Microsoft Office applications; Working knowledge of data communications including hardware, software and principles of networks both wired and wireless; working knowledge of radio equipment; 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 and diagrams; ability to follow complex oral and written instructions; ability to prepare written reports; ability to supervise the work or others; manual dexterity; tact; courtesy; physical condition commensurate with the demands of the position.

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 the above experience; **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.

Special Requirement: Valid New York State Driver's License.

ULSTER COUNTY
6627 SR TEC SUP
Classification: Competitive
Grade: 17
Union: CSEA

Adopted: June 4, 2012