TECHNICAL ASSET COORDINATOR II

DISTINGUISHING FEATURES OF THE CLASS: An employee in this class is responsible for overseeing and coordinating all aspects of purchasing, computer hardware and software for the Ulster County Information Services Department. This includes managing inventory, deployment assistance and ensuring effective lifecycle management. The incumbent will also troubleshoot and resolve complex technical issues, facilitate the seamless integration of new computer software and related workflow processes, and occasionally assist in installing/configuring network equipment. The work is performed under the direct supervision of the Assistant Director of Information Services (Operations) and the general supervision of the Director of Information Services with considerable leeway allowed for the exercise of independent judgment in work details. Supervision over the work of others is not normally 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 and oversees the ordering process for all technical equipment and any parts they may require;

Researches optimal pricing for technical equipment requests as per County Procurement procedures;

Completes equipment and software configuration forms for technical equipment requests for approval by management;

Receives technical equipment and verifies delivery against packing slips and order records to ensure proper receipt and payment approval;

Receives and responds to complaints, determines solution and establishes a schedule for resolving them;

Follows up, through telephone contact or correspondence, on orders not delivered;

Gathers and arranges data on all technical equipment currently on order for inclusion in weekly status reports;

Reports to superiors on vendor performance and makes recommendations regarding renewal of contracts;

Responsible for conducting, maintaining and updating technical equipment asset inventory and providing inventory reports to management as requested;

Responsible for troubleshooting and resolving problems with personal computers, laptops, and tablets;

Coordinates the workflow for the installation of new computer software and software updates and the distribution of computer hardware and software in departments in collaboration with the Deputy Director of IS (Operations);

Coordinates activities with the County maintenance department and contractors for adding and moving technology equipment in collaboration with Deputy Director of IS (Operations) as well as coordinating with disposal vendors to dispose of outdated equipment;

Prepares, configures and deploys personal computers, laptops, tablets, cellular phones and voice-over-ip phones;

Installs and troubleshoots voice and data cabling;

May assist in troubleshooting and installing/configuring network equipment such as routers and switches;

Stores and issues computer equipment from stockrooms;

Prepares and maintains stockrooms according to established procedures;

Maintains a variety of records and files.

<u>FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS</u>: Good knowledge of purchasing practices and procedures of technical equipment; Good knowledge of personal computers and their related hardware and software; good knowledge of installing and maintaining computer equipment, telephony hardware, and voice and data cabling; good knowledge of computer related terminology; working knowledge of internet use; working knowledge of Microsoft Word and Excel software; ability to troubleshoot and resolve technical problems; ability to follow complex oral and written directions; ability to communicate effectively; ability to prepare reports; ability to maintain records; ability to get along well with others; tact and courtesy.

<u>MINIMUM QUALIFICATIONS</u>: Either:

A. Possession of a Bachelor's Degree in Electronics, Computer Science, Information Systems, Network Administration or a closely related field and one (1) year of full-time paid or its part-time equivalent experience in a position that provided for the coordination, procurement and evaluation of computer software and hardware; **OR**

B. Possession of an Associate's Degree in Electronics, Computer Science, Information Systems, Network Administration or a closely related field, and three (3) years of full time paid, or its part-time equivalent experience in a position that provided for the coordination, procurement and evaluation of computer software and hardware; **OR**

C. Graduation from high school, or possession of a high school equivalency diploma, and five (5) years of full-time paid, or its part-time equivalent experience in a position that provided for the coordination, procurement and evaluation of computer hardware and software; **OR**

D. An equivalent combination of experience as indicated in A, B and C above.

ULSTER COUNTY   Adopted: January 3, 2025
7221 TEC CD II
Classification: Competitive
7220 TC II HLP
Classification: Non-Competitive
Grade: 17
Union: CSEA