TECHNICAL SUPPORT PROGRAMMER

DISTINGUISHING FEATURES OF THE CLASS: An employee in this class is responsible for providing technical and systems programming support as well as assistance in maintaining and ensuring the operation of Ulster County's Mainframe, Mid-Range and LAN based computer processing environment. An employee in this class is under the direct supervision of an Assistant Director of Information Services (Technical Support) and the general supervision of the Director of Information Services with 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.

Works with the Assistant Director to plan, schedule and install upgrades to system software and operating systems;

Monitors, collects and analyzes system performance data;

Monitors processor history logs and researches technical solutions to system problems;

Prepares documentation, writes procedures and provides technical assistance to Computer Applications Programmers and Computer Operators;

Assists in performing System Security functions.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Good knowledge of computer related terminology; demonstrated skill in providing technical and systems programming support as well as troubleshooting skills for a variety of LAN based, Mid-Range and Mainframe hardware and operating systems; ability to provide technical assistance; ability to carry out moderately difficult oral and written directions; ability to communicate effectively, both orally and in writing; ability to work independently; ability to prepare technical documents; ability to get along well with others; tact and courtesy; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS: Either:

A. Graduation from a regionally accredited or New York State registered college or university with a Bachelor's Degree in Computer Science or a closely related field; and, one year of full-time paid, or its' part-time equivalent, verifiable experience in a position which involved responsibility for providing technical and systems programming support; **OR**

B. Graduation from a regionally accredited or New York State registered college or university with an Associate's Degree in Computer Science or a closely related field; and, three (3) years of full-time paid, or its' part-time equivalent, verifiable experience in a position which involved responsibility for providing technical and systems programming support; **OR**

C. Satisfactory completion of two (2) years or sixty (60) semester credit hours from a regionally accredited or New York State registered college or university or technical institution in Computer Science or a closely related field and four (4) years of full-time paid, or its' part-time equivalent, verifiable experience in a position which involved responsibility for providing technical and systems programming support; **OR**

D. Graduation from high school, or possession of a high school equivalency diploma, and six (6) years of full-time paid, or its' part-time equivalent, verifiable experience in a position which involved responsibility for providing technical and systems programming support.

ULSTER COUNTY   Adopted: May 4, 1999
7223 TEC SUP PR
Classification: Competitive
Grade: 18
Union: CSEA