

TECHNICAL SUPPORT SPECIALIST II

DISTINGUISHING FEATURES OF THE CLASS: An employee in this class is responsible for providing technical support for the County's computer and telecommunications systems. The work includes the troubleshooting and configuration of personal computer and telephony hardware/software throughout the various Ulster County Departments. The incumbent also researches and provides recommendations for Information Services Management regarding personal computer hardware, application software and telephony systems. This position differs from Technical Support Specialist I in that the incumbent has a greater scope of responsibility. The work is performed under the general supervision of the Assistant Director of Information Services (Technical Support) and the Director of Information Services or a designee with wide leeway allowed in technical work details. Supervision over the work of others is not normally 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.

Troubleshoots hardware and software problems relating to personal computers, laptops, tablets and associated equipment;

Troubleshoots and supports various County-wide telephony systems including, but not limited to: cellular, analog, fax, VOIP, call logging, video/audio conferencing, and public-address systems;

Works with various external service providers and hardware/software vendors to resolve hardware, software and telephony problems;

Installs and configures personal computer hardware, software and telephony equipment;

Prepares documentation and assists in developing policies and procedures on technical matters pertaining to personal computers, hardware/software and telephony systems;

Prepares training material and conducts technical training sessions for end-users in classroom and group settings;

Maintains inventory records for computer and telephony hardware and software;

Uses an online ticketing system to update the status of assigned tasks and documents problem resolutions;

Tests and evaluates computer and telephony hardware and software;

Researches, evaluates and provides recommendations for Ulster County Information Services Management regarding personal computer hardware, application software and telephony systems;

Troubleshoots, installs, terminates and tests data and voice cabling;

Utilizes computer productivity applications such as spreadsheets, word processing, electronic calendars, email, video conferencing and database software to efficiently perform work assignments;

May serve as a Local Area Network Administrator for multiple Local Area Networks;

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

May administer physical and cloud-based servers, server-based software applications and associated security;

May be requested to respond to critical system problems on a 24-hour basis.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL

CHARACTERISTICS: Thorough knowledge of the components, operations and maintenance of personal computers; thorough knowledge of Microsoft Windows 7 & 10 and Microsoft Office suite; good knowledge of telephony and telecommunications systems; good knowledge of Microsoft Server and Active Directory; working knowledge of Information Technology and Data Communications terminology as it relates to personal computers and local area networks; ability to work with vendors and consultants in troubleshooting and resolving technical problems; ability to read and understand technical manuals; ability to follow complex oral and written instructions; ability to prepare written reports; ability to develop technical training materials; ability to speak before groups; manual dexterity; tact; courtesy.

MINIMUM QUALIFICATIONS: Either:

- A. Graduation from a regionally accredited or New York State registered college or university with a Bachelor's Degree in Electronics, Computer Science, Information Systems, Network Administration or a closely related field and two (2) years of work experience in providing technical support for computer hardware/software and/or telecommunications systems in a data center equivalent to that of Ulster County in complexity; OR
- B. Graduation from a regionally accredited or New York State registered college or university with an Associate's Degree in Electronics, Computer Science, Information Systems, Network Administration or a closely related field and four (4) years of work experience in providing technical support for computer hardware/software and/or telecommunications systems in a data center equivalent to that of Ulster County in complexity; OR
- C. Graduation from high school or possession of a high school equivalency diploma and six (6) years of work experience in providing technical support for computer hardware/software and/or telecommunications systems in a data center equivalent to that of Ulster County in complexity; OR

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D. An equivalent combination of training and experience as defined by the limits of A, B and C above.

Note: When applying, you must supply sufficient information to support your claim that the complexity of the agency from which you obtained your experience is equal to that of Ulster County.

Special Requirement: Possession of a valid New York State Motor Vehicle Operator's license is required at time of employment and throughout employment.

ULSTER COUNTY
7233 TECH SP II
Classification: Competitive
Grade: 17
Union: CSEA

Adopted: June 9, 2020