TECHNICAL SUPPORT TECHNICIAN I

DISTINGUISHING FEATURES OF THE CLASS: An employee in this class is primarily responsible for performing installation and trouble shooting activities on personal computers in the Ulster County Department of Information Services and/or outlying municipalities. When employed by the Ulster County Department of Informations services direct supervision is provided by an Assistant Director of Information Services, and when employed by an outlying municipality direct supervision is provided by the head of that municipality. 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.

Trouble shoots hardware/software problems relating to personal computers and related equipment;

Provides documentation, policies and procedures on matters pertaining to personal computer hardware/software;

Provides on site training or formal training sessions on personal computers and related hardware/software;

Maintains an inventory of all personal computer hardware/software;

Tests and evaluates new personal computer hardware/software and versions of same;

Provides input regarding all matters pertaining to personal computer hardware/software;

May act as LAN Administrator for multiple LANs;

May perform, and/or assist in the performance of, minor maintenance to personal computer and related equipment in a manner that is the least disruptive to production and service;

May install, and/or assist in the installation and set up of, personal computer equipment (i.e.: hardware and software).

May maintain website, and content management system architecture, and develops policies for staff, content additions;

May maintain servers and related software and interface with all;

May prepare and maintain a variety of written records and reports.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Good knowledge of Information Technology and Data Communications terminology especially as it relates to personal computers and local area networks; good knowledge of the principles of local area networks; working knowledge of personal computer software industry standards; 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; ability to follow complex oral and written instructions; ability to prepare written reports; ability to speak before moderate size groups; 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.