ASSISTANT TO THE COORDINATOR OF TECHNICAL SYSTEMS SUPPORT

DISTINGUISHING FEATURES OF THE CLASS: This position is responsible for assisting in the development, implementation, and servicing of instructional and non-instructional technical equipment in a School District. The work involves exposure to sensitive and confidential information related to records and security. The assistant works closely with end users to coordinate systems operation, assess needs and provide training and support. The employee reports directly to and works under general supervision of the Coordinator of Technical Systems Support or other higher-level staff member. Does related work as required.

TYPICAL WORK ACTIVITIES: (All need not be performed in a given position. Other related activities may be performed although not listed.)

Coordinates and implements a preventive maintenance program for the district's technical equipment;

Assesses needs and recommends technical equipment for purchase;

Assists in the design and implementation of computer applications to enhance district efficiency;

Assists in the maintenance and computer system operational security to ensure confidentiality in areas of sensitive data;

Coordinates the end-user operational and technical processes, conducts end-user training and provides support;

Assesses copier needs and monitors usage;

Monitors and maintains equipment service contracts;

Assists in developing and monitoring office budget.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Good knowledge of the type, variety, maintenance and use of technical equipment for instructional purposes; good knowledge of computer operation and equipment usage; good knowledge of electronics as it pertains to the installation of user equipment; working knowledge of appropriate coding language to support vendor supplies software; skill in the installation, testing and maintenance of network operating systems; organizational skill; analytical ability; ability to conduct training; ability to develop and implement a preventive maintenance program for technical equipment; ability to coordinate proper and efficient operational and technical computer usage; ability to develop purchase specifications; ability to assist in the development and monitoring of an office budget; ability to establish and maintain effective working relationships; ability to maintain confidentiality; good judgment; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS: Graduation from high school or possession of an equivalency

diploma, PLUS either:

(A)   Three (3) years paid full-time or its part-time equivalent experience involving the operation, installation or maintenance/repair of a computer network or computer;* OR,

(B)   Graduation from a regionally accredited or New York State registered college or university with an Associate's or Bachelor's degree in Information Technology, Computer Science or other computer science field, or Business Administration (that included at least twelve (12) semester college credit hours in computer science courses)**, plus one (1) year of experience as defined in (A) above; OR,

(C)   Any equivalent combination of training and experience as defined by the limits of (A) and (B) above.

*Computer operation involves operating a mainframe or minicomputer for production work on a regular, routine basis. Mainframe Computer Operators perform such tasks as mounting and dismounting reels of magnetic tape, loading and unloading paper into printer(s), and checking output for completeness and accuracy. They may also exercise control over the sequence in which jobs are executed, respond to messages from the computer operating system, and ensure accuracy of output. Entry-level computer operators are sometimes called peripheral equipment operators, and senior-level computer operators are sometimes called console operators.

Note: Operating a personal computer (desk-top computer) in the course of one's job, e.g.: performing data entry, word processing, creating spreadsheets, querying a database, etc. does not constitute Computer Operator work.

NOTE: Candidates qualifying under option (B) with a Business Administration degree must submit with their application an official or student transcript verifying twelve (12) credit hours in computer-related courses.

SPECIAL REQUIREMENTS: Depending on the position duties, candidates for employment with Monroe County Government will be required to pass a pre-employment drug test.

If you are appointed, you will be required to have a valid license to operate a motor vehicle in New York State or otherwise demonstrate your ability to meet the transportation needs of the job.

SPECIAL REQUIREMENT FOR APPOINTMENT IN SCHOOL DISTRICTS AND BOCES:
Per Chapter 180 of the Laws of 2000, and by Regulations of the Commissioner of Education, to be employed in a position designated by a school district or BOCES as involving direct contact with students, a clearance for employment from the State Education Department is required.

ADOPTED: September 9, 1993
REVISED: July 8, 2004