

TECHNICAL SPECIALIST

Code No: 4-20-014
Competitive

DISTINGUISHING FEATURES OF THE CLASS: This is a technical position responsible for developing standards for computer products utilized by a department. The employee reports directly to and works under the general supervision of a senior level employee with leeway allowed for the exercise of independent judgment. Does related duties as required.

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

Develops non-application software, hardware, and network related standards that will meet the needs of employees;

Investigates new technology and evaluates commercial software packages, networking products, and hardware devices available in existing market;

Assists Operations Helpdesk staff in resolving daily problems of users by providing direct assistance to users;

Provides technical guidance and assistance to other staff in resolving technology issues and concerns;

Coordinates initial installation of new software packages;

Demonstrates the use of new technology and equipment to employees;

Performs maintenance on non-application software;

Evaluates and determines training requirements for new technology and conducts training seminars.

FULL PERFORMANCE KNOWLEDGES, SKILL, ABILITIES AND PERSONAL CHARACTERISTICS: Thorough knowledge of existing computer hardware, software, and networking product technology; ability to detect and resolve technical problems; ability to conduct training seminars and demonstrate computer systems in a manner that is understandable to a variety of people; ability to communicate effectively verbally and in writing; ability to work as a team member; ability to establish priorities and coordinate several different activities; ability to make decisions; ability to establish and maintain effective professional relationships; tact; good judgment; initiative; physical condition commensurate with the demands of the position.

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

- (A) Graduation from a regionally accredited or New York State registered four (4) year college or university with a Bachelor's degree, plus one (1) year of full-time or its

part-time equivalent experience in all of the following: evaluating, recommending, installing AND utilizing commercial software packages, networking products, and common hardware devices; OR,

- (B) Graduation from a regionally accredited or New York State registered two (2) year college or university with an Associate's degree, plus three (3) years experience as described in (A) above; OR,
- (C) Five (5) years experience as described in (A) above; OR,
- (D) Any equivalent combination of training and experience as described by the limits of (A), (B), and (C).

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 capacity to meet the transportation needs of the job.

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

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 4, 1997
REVISED: April 9, 1998