

TECHNICAL SUPPORT PROGRAMMER

Code No.: 4-18-239
COMPETITIVE

DISTINGUISHING FEATURES OF THE CLASS: This is an entry-level technical position in the technical support area of the Computing Services department of Monroe Community College. The Technical Support Programmer is responsible for assisting in systems generations, selection of appropriate modes of operation, modifications of generalized software, and installation and implementation of purchased software packages. The employee reports to and works under the general supervision of a higher-level staff person. Supervision of others is not a responsibility of this class. 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.)

Installs, maintains and modifies purchased software to satisfy college needs;

Assists in the generation and maintenance of operating systems;

Documents system configurations and procedures;

Assists in problem determination and troubleshooting of computer systems malfunctions;

Acts as technical resource to administrative users in the use of purchased software;

Participates in project organization, scheduling and implementation;

Provides technical assistance for computer operations and application programming personnel.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Good knowledge of the operation, use and application of programming languages utilized in the Monroe Community College Computing Services department; good knowledge of programming techniques and hardware; working knowledge of systems software and its modifications and adaptations to installation requirements; ability to communicate effectively orally and in writing; ability to think logically in terms of computer methodology and language; analytical reasoning ability; ability to analyze program results and debug systems software programs; ability to work effectively with Computer Services staff, administrators and faculty; ability to plan and organize work; ability to conduct training programs; ability to do detailed work; ability to concentrate; patience; accuracy; thoroughness; good judgment; physical condition commensurate with the demands of the position.

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

- (A) Two (2) years of paid full-time or its part-time equivalent experience in computer information support activities, one (1) year of which shall have been in computer programming; OR,

- (B) Graduation from a regionally accredited or New York State registered college or university with an Associate's degree in a computer science field, plus six (6) months of paid full-time or its part-time equivalent experience in computer information systems support activities which included computer programming OR,
- (C) Graduation from a regionally accredited or New York State registered college or university with a Bachelor's degree in Computer Science, Data Processing, Mathematics or closely related field, OR,
- (D) Graduation from a regionally accredited or New York State registered college or university with a Bachelor's degree, plus one (1) year of paid full-time or its part-time equivalent experience in computer information systems support activities which included computer programming; OR,
- (E) An equivalent combination of training and experience as defined by the limits of (A), (B), (C) and (D).

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: February 10, 1983

REVISED: July 1, 2003