

COMPUTER SUPPORT ASSISTANT

Code No: 4-20-029

Competitive

DISTINGUISHING FEATURES OF THE CLASS: This is an entry-level computer position responsible for assisting users in the integration of technology. The position provides basic customer support, hardware and software installation, minor troubleshooting, and training to users. Duties may also include setting up and providing customer support for other equipment such as Audio-Visual (AV) equipment including digital cameras, VCR's, televisions, and projectors. The position is the first point of contact for users. Problem solving requiring a higher degree of technical expertise is referred to a higher-level information technology employee. Employees are required to move computers during the performance of duties which could weigh twenty-five (25) to fifty (50) pounds. The employee reports directly to and works under the general supervision of a Network Administrator or other higher-level staff member. Does related work as needed.

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

Sets up and supports computer hardware and software in operational order in a local network environment;

Installs and relocates personal computers (PCs) and peripheral equipment;

Installs new and upgraded PC software packages and ensures network connectivity;

Provides basic personal computer software training to users on various standard software packages in order for users to independently produce computerized documents, including the creation of presentations;

Responds to questions concerning hardware and software problems;

Analyzes basic problems concerning PC software and hardware to determine an acceptable solution and ensures that all applications run;

Maintains server accounts (establishes new accounts, assigns levels to users and deletes old accounts);

Refers more difficult software, hardware and equipment problems to higher-level technical staff;

Creates and maintains computer inventory;

Assists with text and image scanning;

Maintains software licensing information and updates to software;

DEPENDING UPON ASSIGNMENT:

Coordinates shared resources, trains users in the use of laptops, VCR's and other equipment, and provides customer support;

Assists with setting up other equipment such as VCR's and projectors for presentations;

Creates documents, brochures, programs, etc., including presentations, for agency staff

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Working knowledge of computers and peripheral equipment; working knowledge of standard software packages; working knowledge of AV equipment and other equipment utilized by staff; ability to instruct others in the operation of computers and peripheral equipment and other equipment that is utilized by staff such as AV equipment; ability to diagnose and resolve basic software and hardware problems; ability to install computer software; ability to initially set up and relocate computer workstations; ability to set up equipment for presentations, such as AV equipment; ability to adapt purchased software to existing applications; ability to train staff to prepare presentations utilizing electronic equipment; ability to operate electronic office equipment; ability to follow directions; ability to communicate effectively verbally; ability to establish and maintain effective working relationships in a team environment; 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) One (1) year of paid full-time or its part-time equivalent experience providing computer support to users including diagnosing software and hardware problems and resolving problems, or training, instructing or providing explanation to users in basic hardware and software methods and principles; OR,
- (B) Successful completion of nine (9) college semester credit hours in a computer science or information technology field; OR,
- (C) Possession of a CompTIA A+ or Microsoft Office Specialist Certification; OR,
- (D) Any equivalent combination of training or experience as defined by the limits of (A), (B), and (C).

SPECIAL REQUIREMENTS: Depending on 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 capacity 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, 2004