

COMPUTER SUPPORT CLERK

Code No: 4-20-036

COMPETITIVE

DISTINGUISHING FEATURES OF THE CLASS: This is an entry-level computer and clerical support position responsible for assisting users in the integration of technology. This position is the first point of contact for users. Duties include providing basic customer support, hardware and software installation, minor troubleshooting, training to users and clerical support. Problem solving requiring technical expertise is referred to a higher-level information technology employee. Duties also include moving computers during the performance of duties which could weigh approximately twenty-five (25) to fifty (50) pounds. The employee reports directly to and works under the general supervision of an information technology staff member 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 digital display updates and ensures network connectivity;

Scans documents into server;

Assists with minor troubleshooting of staff computers and peripheral equipment by responding to basic questions concerning hardware and software problems;

Assists with maintaining information located on a website;

Maintains inventory of computer equipment;

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

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

Obtains and provides information by telephone, correspondence or in person;

Enters and extracts data from a database and performs other general clerical duties;

Maintains records and files requiring general knowledge of the department's or section's functions;

Checks lists, documents and other forms for completeness and accuracy;

Maintains software licensing information and updates to software.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Working knowledge of computers and peripheral equipment; working

knowledge of standard software packages; ability to instruct others in the operation of computers and peripheral 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 adapt purchased software to existing applications; ability to train staff in utilizing personal computers; ability to operate standard electronic office equipment; ability to follow directions; ability to obtain accurate and sufficient information from callers and take and refer messages; ability to communicate effectively orally and in writing; ability to maintain inventory and records; ability to establish and maintain effective working relationships; 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 paid experience providing computer support to users including diagnosing software and hardware problems and resolving problems, or installing computer hardware and software, 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) Two (2) years of paid full-time or its part-time equivalent office clerical or secretarial experience; OR,
- (D) An equivalent combination of education and experience as defined by the limits of (A), (B), and (C) above.

SPECIAL REQUIREMENT: 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.

ADOPTED: April 7, 2011