

## SYSTEMS ASSISTANT

Code No: 4-20-008

Competitive

**DISTINGUISHING FEATURES OF THE CLASS:** This is a technical position responsible for coordinating PC software training and inventory of incoming and outgoing computer hardware and software and leased machines. Duties also include coordinating or assisting with the coordination of standard hardware/software orders and installations and equipment relocations. Work also includes the installation and relocation of equipment. The employee reports directly to and works under the general supervision of a 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.)

Coordinates inventory of hardware and software including maintaining asset and leasing database, verifying serial numbers with technicians, and communicating with vendors regarding equipment;

Develops and maintains customer profiles for the departments including information such as hardware, software applications, and floor plans;

Coordinates or assists with the coordination of the installation of new and upgraded software packages for workstations and workstation set-ups;

Trains or coordinates the scheduling and monitoring of PC software training of staff on various standard software packages;

Coordinates shared resources and trains staff in the use of laptops, VCR's and other equipment;

Develops and maintains related files, databases, and reports using standard office suite products;

Coordinates or assists with the coordination of the installation and relocation of work stations, including compiling data to justify new equipment and notifying appropriate staff or agencies;

Maintains software licensing documentation for software purchased;

Assists staff with creating and maintaining presentations using standard software tools;

Performs special projects when required.

**FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:** Good knowledge of computers and related data processing equipment; good knowledge of available software packages; ability to comprehend and apply data processing principles and techniques; ability to assist with or install and oversee the implementation of new methods; ability to instruct others in the use of data processing applications; ability to coordinate materials handling and distribution of inventory; ability to prepare presentations and reports utilizing various software including databases; ability to

operate electronic office equipment; ability to follow directions; ability to communicate effectively; ability to establish and maintain effective working relationships; good judgement; accuracy; reliability; 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 of paid full-time or its part-time equivalent experience in an office heavily reliant on services involving responsibility for such activities as installation and maintenance of hardware/software packages, or ordering and maintaining inventory of hardware/software equipment; OR,
- (B) Three (3) years of paid full-time or its part-time equivalent experience responsible for utilizing as part of daily activities standard commercial software packages such as word processing, and spread sheets and data bases; OR,
- (C) Graduation from a regionally accredited or New York State registered college or university with an Associate's degree in Computer Science, Data Processing, or other information services field, plus one (1) year of paid full-time or its part-time equivalent experience as described in (A) or (B); 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:** April 6, 1995  
**REVISED:** November 9, 1995  
**REVISED:** February 5, 2004