

## COMPUTER SERVICES INTERN

Code No. 4-18-463  
NON-COMPETITIVE  
(MCC only)

**DISTINGUISHING FEATURES OF THE CLASS:** This is an entry-level two-year internship position for college students responsible for assisting computer technical staff. This position will develop and acquire technical computer skills while assisting in the setup and delivery of computer equipment, removal of personal computers, fielding help desk calls, troubleshooting basic computer equipment problems and reporting problems to the appropriate specialist. The employee reports directly to and works under the direct supervision of a senior-level staff member. Employees must remain enrolled as a college student, during the two-year internship, in order to remain employed in this title. 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.)

Assists technicians to configure and deploy personal computer desktops;

Assists in troubleshooting basic computer equipment problems;

Assists in the delivery of personal computers and printers to staff or faculty offices;

Assists technicians in the setup and tear-down of personal computers in classrooms or offices;

Maintains computerized logs, lists and indexes;

Operates the help desk to document and assist in analyzing problems.

**FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:** Good knowledge of micro computer technology; working knowledge of computer deployment processes including documentation and data security; ability to troubleshoot computer equipment problems; ability to establish and maintain effective professional relationships; ability to communicate effectively both orally and in writing; dependability; patience; initiative; good judgment; physical condition commensurate with the demands of the position.

**MINIMUM QUALIFICATIONS:** Graduation from high school or possession of an equivalency diploma, and current enrollment in a Master's, Bachelor's or Associate's Degree Program. \* **(must be clearly indicated on application).**

**NOTE:** Employees must remain enrolled as a college student, during the two-year internship, in order to remain employed in this title.

**SPECIAL REQUIREMENTS:**

**\*Candidates must submit a student transcript with their application.**

Depending on the 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 position.

**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:** October 3, 2002

Approved Non-Competitive for MCC at the 10/18/04 NYS Civil Service Commission meeting.