SENIOR   TECHNICAL   SUPPORT   PROGRAMMER

Code No.: 3-18-205

COMPETITIVE

DISTINGUISHING FEATURES OF THE CLASS: This is a technical position in the technical support area of the Computer Center of Monroe Community College. The Senior Technical Support Programmer is responsible for systems generations, selection of appropriate modes of operation, modifications of generalized software, and installation and implementation of purchased software packages. Work is performed under the general supervision of the Associate Technical Support Programmer. Provides lead supervision of Technical Support Programmers. Does related work as required.

TYPICAL WORK ACTIVITIES:

Determines administrative needs for collection and use of data;

Installs, maintains and modifies purchased software to satisfy academic and administrative needs;

Generates operating systems;

Updates data base to maintain the quality and integrity of the program;

Acts as resource and trainer to administrative users in the use of purchased academic software;

Organizes, schedules and implements systems projects;

Conducts training programs for operations and application programming personnel in systems areas;

Acts as technical resource and lead supervisor to Technical Support Programmer.

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

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

(A)   Six (6) years of paid full-time or its part-time equivalent experience in computer data processing activities, four (4) years of which shall have been in programming, of which one (1) year must be in systems 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 four (4) years of paid full-time or its part-time equivalent experience in computer data processing activities, three (3) years of which shall have been in programming, of which one (1) year must be in systems 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, plus three (3) years of paid full-time or its part-time equivalent experience in computer programming, of which one (1) year must be in systems programming; OR,

(D)   Graduation from a regionally accredited or New York State registered college or university with a Bachelor's degree, plus four (4) years of paid full-time or its part-time equivalent experience in computer programming, of which one (1) year must be in systems 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