

## **MICROCOMPUTER SUPPORT TECHNICIAN**

Code No: 4-20-010  
COMPETITIVE

**DISTINGUISHING FEATURES OF THE CLASS:** This is a technical position responsible for performing a variety of computer-related activities, including troubleshooting, problem solving, and equipment installation. The employee reports directly to and works under the general supervision of a computer resources administration staff member. Does related work as required.

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

Resolves microcomputer user problems through telephone response and screen sharing;

Diagnoses software and hardware problems for computers;

Installs software and upgrades for computers;

Trains, teaches, and aides other staff in the use and instruction of computers;

Assists with training program users;

Assists in communicating information to users through electronic mail program;

Designs and maintains website using sophisticated software;

Maintains electronic mail system.

**FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES, AND PERSONAL CHARACTERISTICS:** Good knowledge of computers, their operating capacities, and related systems; good knowledge of the software packages commonly used by microcomputer equipment; organizational ability; ability to instruct others in the operation of microcomputer and peripheral equipment; ability to diagnose hardware and software problems; ability to install microcomputer software; ability to analyze and resolve routine technical problems with computers; ability to establish and maintain effective working relationships; ability to communicate effectively both orally and in writing; 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) Graduation from a regionally accredited or New York State registered college or university with an Associate's degree in an Information Technology related field, plus two (2) years of paid full time or its part time equivalent experience in computer systems support\*, or diagnosing and resolving software and hardware problems; OR,
- (B) Graduation from a regionally accredited or New York State registered college or university with a Bachelor's degree in an Information Technology related field, plus six (6) months of paid full time or its part time equivalent experience as defined in (A) above; OR,

(C) An equivalent combination of education and experience as defined by the limits of (A) and (B) above.

\* **Computer systems support** for the purposes of these minimum qualifications, involves typical duties such as providing technical assistance, advising and supporting users, interpreting problems and providing support for hardware and software issues.

**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 9, 1998  
**REVISED:** October 7, 1999  
**REVISED:** April 5, 2007  
**REVISED:** September 9, 2010