GENESEE COUNTY

COMPUTER SUPPORT TECHNICIAN

DISTINGUISHING FEATURES OF THE CLASS: The work involves responsibility for operating a computer (mainframe and P.C.) and related peripheral equipment, for monitoring the system performance utilizing a console and on-line terminals, and for monitoring the help desk. The work is carried out in conformance with programmed instructions and involves prompt input of data to maintain system schedules, recognition of potential problems, initiation of corrective action and maintenance of required records. This position does not involve responsibility in the area of programming or system analysis. Work is performed under the general supervision of the department head or designated supervisor with leeway allowed for the exercise of independent judgment in routine matters. Supervision over others is not normally within the realm of this position. Shift work may be required in this position.

TYPICAL WORK ACTIVITIES:
Operates the computer and peripheral equipment including input of data and the removal of outputs as required by application systems;
Monitors ongoing operations by observing the consoles and on-line terminals, and determines whether the programs appear to be operating correctly;
Identifies system malfunctions and initiates corrective action within the scope of knowledge and authority, or seeks assistance from a supervisor when causes of problems are not apparent;
Receives messages from console and reacts in accordance with directions from systems software or applications program;
Performs backup of all systems and other data integrity operations;
Scratches tapes as directed, and maintains and updates the tape library;
Confers with technical staff when errors require a change in instructions or sequence of operations;
Maintains data production logs or other usage operations;
Provides P.C. application services for the Computer Services Department;
Monitors the Help Desk and provides assistance to both mainframe and P.C. users within the scope of knowledge and authority, or forwards the call to the appropriate staff member;
Maintains reports and statistics in regard to Help Desk functions and departmental inventory;
Assist the Computer Repair Technician with the installation and/or movement of P.C. hardware/software at peak times;
May operate a burster, decollator and other operational equipment necessary to insure completion of work orders.

The above examples of duties are intended only as illustrations of the various types of work performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.
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FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND/OR PERSONAL CHARACTERISTICS: Good knowledge of an electronic data processing system; working knowledge of hardware operations scheduling, job control language, use of system commands and job execution; working knowledge of the use and general maintenance of computer hardware and peripheral equipment; working knowledge of the computer operations system, its utilization and potential; working knowledge of P.C.'s, peripherals and software installation; ability to read and interpret instructions relating to data coding and the execution of computer programs; ability to communicate effectively, both orally and in writing.

MINIMUM QUALIFICATIONS:

EITHER:

A.   Possession of an Associate's Degree or higher in Computer Information Systems or related field;

OR:

B.   Possession of a high school diploma or an equivalency diploma recognized by the New York State Department of Education **AND** completion of 60 semester credit hours at a regionally accredited or NYS registered college or university, including 12 credits in computer information systems;

OR:

C.   Possession of a high school diploma or an equivalency diploma recognized by the New York State Department of Education **AND** two (2) years of full-time, paid experience in computer operations support including exposure to P.C. applications;

OR:

D.   Any equivalent combination of training and experience as defined by the limits of A, B and C above.

NOTE: Your degree must have been awarded by a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S. Secretary of Education. If your degree was awarded by an educational institution outside the United States and its territories, you must provide independent verification of equivalency. A list of acceptable companies who provide this service can be found on the internet at http://www.cs.ny.gov/jobseeker/degrees.cfm. You must pay the required evaluation fee.

Competitive Class
Adopted 8/17/94
Revised 3/30/00, 5/16/02, 9/26/23, 11/30/23

All qualified applicants will be afforded equal employment opportunities without discrimination because of race, creed, color, national origin, sex, age, disability or marital status.