

SYSTEMS SERVICES TECHNICIAN**

DISTINGUISHING FEATURES OF THE CLASS: This is technical computer support work involving responsibility for installing computers and peripheral equipment and providing hardware support to computer users. An incumbent in this position may also be responsible for purchasing computer parts and maintaining a parts inventory and warranty data. The work is performed under the supervision of a higher-level technical staff member. Does related work as required.

TYPICAL WORK ACTIVITIES:

Provides technical support, including trouble-shooting, in order to resolve basic software, hardware and network problems;

Installs computers, printers, scanners and other peripherals;

Wires and maintains network wiring closet;

Installs and configures software;

Installs and maintains remote mainframe peripherals;

Provides basic on-site training to new computer users;

Orders basic computer equipment as directed and provides input on the purchasing of new equipment;

Maintains vendor contacts and warranties;

May research vendors of new computer equipment;

May complete special assignments.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Good knowledge of the principles and practices of computer technology; good knowledge of the principles and practices of computer system support; good knowledge of computer mainframe and personal computer hardware; working knowledge of network administration; working knowledge of system software (e.g. Windows, Word, Excel, Access); ability to provide technical support to computer users; ability to repair computers and peripherals; ability to understand and interpret computer and software manuals; ability to establish and maintain cooperative relations with others.

MINIMUM QUALIFICATIONS:

1. An Associate's degree and one (1) year of experience in computer hardware or software support, network administration and support and/or computer system maintenance or
2. Graduation from high school or possession of an equivalency diploma and three (3) years of experience in maintaining computer systems, network administration, maintenance and support, software or hardware support, or
3. A Certificate from an accredited* computer technical school and one (1) year of experience as indicated above.

NOTES:

1. Additional years of the required experience may be substituted for the Associate's degree on a year-for-year basis.
2. A Bachelor's degree that included or was supplemented by at least twenty-four (24) credit hours in Data Processing, Computer Programming, Computer Science, Computer Information Systems, Computer Graphics, Graphic Design, or comparable, shall be deemed fully qualifying.

(over)

*An accredited technical school is one which is recognized by the New York State Department of Education, or an organization recognized by the New York State Department of Education as appropriate to issue accreditation (e.g. Accrediting Commission of Career Schools and Colleges of Technology (ACCSCT), Accrediting Council for Continuing Education and Training (ACCET).

**This reflects a retitling of Systems Services Technician (MIS).