

SYSTEMS SERVICES TECHNICIAN*

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

TYPICAL WORK ACTIVITIES:

Provides first-level technical support to end users, including troubleshooting to resolve basic hardware, software and network issues;
Installs computers, printers, scanners and other peripheral devices;
Installs, configures and maintains software applications;
Provides basic on-site instruction to new computer users;
Documents technical issues, resolutions and system configurations;
Maintains vendor contacts and tracks equipment warranties;
May order basic computer equipment;
May research vendors of computer equipment and new application software, as needed;
May prioritize and respond to help desk requests;
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 systems support; good knowledge of personal computer hardware and software; good knowledge of help desk and end-user support principles and practices; working knowledge of network administration; working knowledge of system software; ability to provide technical support to computer users; ability to diagnose and repair computers and peripheral equipment; ability to understand and interpret computer and software manuals; ability to establish and maintain cooperative working relationships with others.

MINIMUM QUALIFICATIONS:

1. Graduation from high school or possession of an equivalency diploma and three (3) years of paid work experience in computer systems maintenance, end-user support, network administration support or hardware and software support; or
2. An Associate's degree in Data Processing, Computer Programming, Computer Science, Computer Information Systems, Information Technology (IT), Management Information Systems (MIS), Computer Networking and Security, Cybersecurity or comparable degree and one (1) year of paid work experience in computer systems maintenance, end-user support, network administration support or hardware and software support; or
3. A Bachelor's degree or higher in Data Processing, Computer Programming, Computer Science, Computer Information Systems, Information Technology (IT), Management Information Systems (MIS), Computer Networking and Security, Cybersecurity or comparable degree.

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

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Competitive