

## **COMPUTER HELP DESK/TRAINER**

**DISTINGUISHING FEATURES OF THE CLASS:** This position involves technical and clerical work for Information Technology, involving responsibility for providing first-line diagnosing/trouble-shooting of computer problems relating to software packages, basic hardware issues, security, and password problems; In addition to computer responsibilities, incumbents may be assigned account keeping, general clerical or similar work. The work is performed under general supervision. Supervision over the work of others is not a responsibility of employees in this class. Does related work as required.

**TYPICAL WORK ACTIVITIES: (Illustrative Only)** Receives calls from system end-users and attempts to resolve computer problems; Troubleshoots application errors; Provides solutions to problems in various computer applications either by telephone or on site, and when necessary coordinates with other technical staff to facilitate problem resolution; Performs routine maintenance and upgrades of hardware; Installs new or upgraded software; Maintains accurate inventory of computer hardware and maintenance and repair records; Refers questions and problems involving computer hardware, connectivity, software and peripheral equipment associated with the computer system to the appropriate specialist; develops and implements ongoing needs assessment of both individuals and departments to identify types and contents of training needed; provides departments with training in the use of computer hardware/software and related topics. May, as assigned, monitor and operate mainframe and personal computers and related peripheral equipment. May monitor and operate personal and mainframe computers in accordance with operating instructions; Maintains a variety of records related to the operation of computers; Keeps abreast of new applications and becomes proficient in using the applications; Assists with collecting data and report processing; Produces guides for users on helpful topics and common problems and solutions; Analyzes and develops plans to expand user's computer knowledge and skills; May perform training for personnel; Coordinates scheduling of training classes; Maintains employee attendance records.

**FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:** Good knowledge of principal and techniques of data processing; Working knowledge of personal and mainframe computer hardware capabilities, characteristics, and compatibilities; Working knowledge of personal computers, Windows, WordPerfect, Lotus, and Corel & Microsoft products; Working technical ability and knowledge of changing technology; Ability to solve computer problems; Ability to train users in the use of micro-computer software; Ability to learn and support new PC software; 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 a high school equivalency diploma, and either:

- A. Successful completion of 5 (five) courses in computer science, computer technology or a closely related field and 6 months of full-time paid computer helpdesk experience or conducting training in the use of software application; OR
- B. Eighteen (18) months full-time paid or equivalent part-time paid experience in computer helpdesk and/or conducting training in the use of software application; OR
- C. An equivalent combination of training and experience as defined within the limits of A and B above.

NOTE: Post high school educational training in a regionally accredited or New York State registered college or university in computer science, computer technology, or a closely related field may be substituted for experience on a year-for-year basis.

Adopted 5/11/01