

COMPUTER TECHNICAL ASSISTANT

DISTINGUISHING FEATURES OF THE CLASS: This position involves responsibility for assisting in the installation, maintenance and minor repair of a small computer network system and assisting users in operation of the same. 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) Installs and maintains the hardware and operating software for computers; Trains personnel in the use of computer hardware including printer setup and operations, and uploading and downloading of files from and to the mainframe; Assists in the in-service training of personnel in the use of electronic office software and administrative applications; Reviews computer inputs/outputs with operating personnel to determine problems, examine context and to maximize utilization; Coordinates and logs hardware related problems and resolves them with the computer vendor to ensure ongoing computer reliability; Coordinates the resolution or resolves problems associated with hardware, software, training and production; Acts as a liaison between supervisor and users to ensure timely implementation of hardware, software, communications, training, etc.; Receives requests for program development and/or modification, evaluates and justifies need and forwards same to supervisor for further resolution; confers with employees to ascertain the nature of projects, the form of source information and form of results required; Prepares sample test data, performs actual testing and makes modification, revisions and corrections to programs.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL

CHARACTERISTICS: Good knowledge of the use and operation of a computers and related peripheral equipment; Working knowledge of office terminology and procedures; Ability to adapt purchased software to existing applications; Ability to manually manipulate an alpha-numeric keyboard; Ability to understand and follow oral and written instructions; Ability to instruct others in the use and adaptability of purchased software to financial and statistical record keeping; Accuracy; Physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS: Either:

- A. Graduation from high school or possession of a high school equivalency diploma and one year paid fulltime or parttime equivalent experience which shall include the installation, maintenance/troubleshooting, or training in the use of hardware and/or software for computers; OR
- B. Graduation from high school or possession of a high school equivalency diploma which includes the equivalent of one-year formal education/training in computer science, electronic data processing, OR
- C. (1) one-year BOCES program with a certificate in Computer Technology, or related field, OR
- D. An equivalent combination of training and experience as defined within the limits of A, B and C above.

NOTE: Study in a regionally accredited college or university, BOCES or course of study in Computer Technology registered by New York State may be substituted for one-year experience.

Adopted 10/15/99

Revised 1/19/00, 3/7/06; 7/19/22

Reviewed 8/30/21; 10/4/21