

Department: Information Systems

SPEC C913

Classification: Competitive

Grade: 7

### **COMPUTER SUPPORT SPECIALIST**

**DISTINGUISHING FEATURES OF THE CLASS:** This position exists in the Information Systems Department and involves the responsibility for understanding and providing support for a variety of personal computer applications to support day to day operations within various departments. The incumbent is responsible for help desk support to employees by evaluating, diagnosing and trouble shooting computer related problems. The incumbent assists higher level employees within the Information Systems Department with setup and support of the County's computer network. The work is performed under the general supervision of higher level employees. The incumbent does related work as required.

**TYPICAL WORK ACTIVITIES:** (Illustrative only)

Assists with first level diagnosis and trouble shooting of computer problems, including problems associated with word processing, spread sheets, database software, and accounting systems;

Creates or assists other employees in creating forms, surveys, reports and databases;

Enters data into various databases including training data and employees' passwords;

Creates and maintains a variety of records and reports related to computer support activities;

Installation and set up of PC's and their connection to the local area networks;

Assists with trouble shooting PC's and confers with higher level co-workers to resolve user issues.

Assists in the internet connection and internet protocols;

Assist in basic network operation techniques under higher level supervision;

Assist in configuring network computers, network copiers and network printers;

Attends training sessions as required;

Follows up with employees to ensure that problems are resolved and updates them regarding actions taken or planned;

Refers more complex questions and problems involving computer hardware, connectivity, software and peripheral equipment associated with the computer system to the appropriate Information Systems employee;

Reports incidents and arranges for repair of desktop and other computer hardware when necessary;

Creates and maintains a database measuring on-going level of employee support and repeated problems, including resolutions to these problems.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Good knowledge of software applications, including word processing, spreadsheets, and databases; Good knowledge of modern office terminology, procedures, equipment and business English; Good knowledge of information technology help desk; Good knowledge of the principles and practices of providing effective and timely customer support; Ability to operate a personal computer and utilize common software programs; Ability to guide employees in the use of computer related problems; Ability to organize and maintain accurate records and files; Ability to analyze and organize data and prepare records and reports; Ability to understand and interpret complex oral instructions and/or written directions; Ability to establish and maintain effective working relationships with others; Ability to perform close, detail work involving considerable visual effort and concentration;

PROMOTION QUALIFICATIONS:

Successful completion of 12 months as a Computer Support Specialist Trainee.

MINIMUM QUALIFICATIONS: Either:

- (A) Graduation from a regionally accredited or New York State registered college or university with an Associate's degree in computer science or closely related field, and one (1) year of full-time work experience which primarily involved the use, configuration and customization of personal computer software for word processing, database management and spreadsheet applications;
- (B) Graduation from high school or possession of a high school equivalency diploma and two years experience in Personal Computer support, software training or network support; or
- (C) An equivalent combination of education and experience as defined by the limits of (A) and (B).

Created: 3/1/2025