

Department: All civil divisions

SPEC C772

Classification: Competitive

Grade:

NETWORK AND SYSTEMS TECHNICIAN I

DISTINGUISHING FEATURES OF THE CLASS: This technical position involves responsibility for designing, installing, and maintaining the computer technology functions of the Village of Lake Placid and Town of North Elba, including computer networking and website maintenance. The incumbent is also responsible for the maintenance and repair of all computers and computer related equipment. The work involves analyzing and identifying cyber threats, hardware, software and network problems, and correcting them. The work is performed under the general supervision of an administrative superior with wide leeway allowed for exercise of independent judgement in carrying out technical details of the work. Supervision may be exercised over the work of subordinate personnel. The incumbent does related work as required.

TYPICAL WORK ACTIVITIES: *(Illustrative only)*

Designs, installs, and maintains the computer technology functions of the municipalities, including computer networking and website maintenance;
Sets up, upgrades, maintains, and performs maintenance on all computers, networks, and peripheral equipment within the municipalities;
Creates and maintains a joint municipal website;
Prepare IT documentation, including responding to Freedom of Information Law (FOIL) requests;
Maintains and manages existing computer network, and diagnoses problems on-site or by means of help desk staff with user telephone consultations;
Installs and configures file servers, print servers, communications servers, network switches, existing and future computer workstations and printers (network and desktop);
Installs wiring and fiber optic cables and test wiring;
Sets up new equipment and loads new software as appropriate and observes, maintains, and promotes the use of standards when setting up equipment;
Provides systems analyst functions in the evaluation of software and hardware, and tests new computer hardware and software for interoperability and functionality with existing system and software;
Researches and evaluates new computer and network products;
Maintains various non-personal computer user interfaces used within the organization;
Provides on-site trouble shooting for hardware and software problems within the organization, utilizing staff and other district personnel as a resource during such trouble shooting;
Works with vendors to configure and troubleshoot routers, circuit problems, and various third party software applications;
Consults with vendors, distributors, and users regarding the purchase of computer hardware, software, and networks;
Maintains an inventory of all computers and computer related equipment, monitors and records repair and maintenance for such equipment, and maintains hardware repair histories and related records;
Coordinates and conducts computer workshops for users to provide training, up-to-date information, and support for use of the systems;
Demonstrates and trains users in the operation and maintenance of computer hardware and software;
Ensures security and efficiency of computer systems, establishes and maintains network security, develops and maintains timely backup procedures, ensures proper software licenses, and maintains related records;
Attends seminars and technical education classes to keep abreast of current trends in information technology and to maintain up-to-date knowledge of new trends and technology for computers, hardware, software, website, and networking;
Trouble shoot and resolve critical technical issues that may impact municipal operations, including public safety and essential services;
Prepares a variety of records and reports in connection with the computer technology functions of the district.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Good knowledge of installation, operation, care, and maintenance of computers and computer systems;
Good knowledge of logical operations of computers and data communication devices;
Good knowledge of configuration of local and wide area network and internet administration;
Working knowledge of computer center operations and planning;
Working knowledge of modern office methods and techniques;
Skill in system analysis, diagnosing and trouble-shooting hardware and software problems, web development, network development, applications programming, and configuration of work stations;
Ability to define and recommend computer hardware and software;
Ability to conduct workshops related to computer operation and maintenance;
Ability to deduce problems logically;
Computer literacy;
Ability to establish and maintain effective working relationships with staff, co-workers, and all levels of administration;
Ability to organize and supervise the work of others engaged in computer operations;
Ability to train others in computer system operations;
Ability to follow oral and written instructions;
Good communication skills both oral and written.

MINIMUM QUALIFICATIONS:

- [a] Graduation from a regionally accredited or New York State registered college or university with a Bachelor's Degree in Computer Science, Computer Technology, Data Processing, Management Information Systems, Information Resource Management, Cyber Security or technology related field and one (1) year of experience involving the configuration of networks, website design and maintenance, and the maintenance and installation of computer hardware and software; or
- [b] Graduation from a regionally accredited or New York State registered college or university with an Associate's Degree in Computer Science, Computer Technology, Data Processing, Management Information Systems, Information Resource Management, Cyber Security or technology related field and three (3) years of experience as defined by the limits of [a] above; or
- [c] Graduation from high school or possession of a high school equivalency diploma and five (5) years of experience as defined in (a) above; or
- [d] An equivalent combination of experience and training as defined by the limits of [a] [b] and [c] above.