# PC & NETWORK   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 and basic network systems to support day to day operations of end users within various departments.   The incumbent is responsible for help desk support to end users and diagnoses and resolves employees' computer related problems. The incumbent assist higher level Network Technicians with setup and support of the County's computer network.   The work is performed under general supervision.   Does related work as required.

TYPICAL WORK ACTIVITIES:   (Illustrative only)
Diagnoses and resolves users' personal 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, employees' passwords;
Creates and maintains a variety of records and reports related to computer support activities;
Installation and sets up of PC's and their connection to the local area networks;
Trouble shoots PC and network configuration problems and confers with higher level Network Technicians to resolve user issues.
Assist higher level Network Technicians in maintaining local area networks;
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.

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; Basic Knowledge of network operations and connections; Ability to operate a personal computer and utilize common software programs; 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; Physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS: Either:

(A)     Successful completion of thirty (30) semester credit hours of college-level course work in management information systems, computer science, information technology, or a closely related field from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees; or

(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).